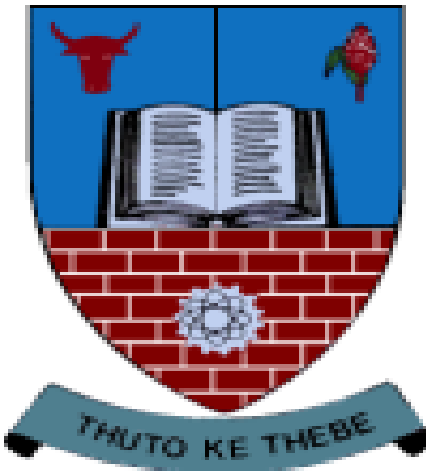**UNIVERSITY OF BOTSWANA**

FACULTY OF HUMANITIES

DEPARTMENT OF LIBRARY AND INFORMATION STUDIES

THE PROVISION OF ARCHIVALREFERENCESERVICES TO PERSONS WITH DISABILITIES AT BOTSWANA NATIONAL ARCHIVES AND RECORDS SERVICES (BNARS)

BY

MMAMFI BESS JENKINS

Student ID No: 9900033

Supervisor: Prof. N. Mnjama

Co- Supervisor: Ms J. Moloi

A Dissertation Submitted in Partial Fulfilment of The Requirements for The MastersDegree in Archives and Records Management (MARM), University of Botswana

May2020

DECLARATION

I hereby declare that the work in this study, which is submitted to the University of Botswana in partial fulfilment of the requirements for the award of the Masters' Degree in Archives and Records Management, is entirely the work of the author. It contains the original work and the content of other people's work that have been used are duly acknowledged. The work has never been submitted, either in whole or in part, to any institution for a similar or any other degree.

Mmamfi Bess Jenkins   Date: May 2020

Prof. Nathan Mnjama (Supervisor) Date: May 2020

Ms Julie Moloi(Co-Supervisor) Date: May 2020

DEDICATION

First and foremost, I dedicate this research study toAlmighty God, for without His grace and mercy, I would not have completed this piece of work.

This study is also dedicated to my family (my husband- Ron, my daughter - Amanda and my son-Roy Jenkins) for their love, patience, understanding and support throughout the entire process of writing this dissertation.

ACKNOWLEDGEMENTS

ABSTRACT

Principle No.5 of the International Council on Archivesstates thatarchivesshould be available to all users on equal and fair terms (ICA,2012:9).Hence this study sought to assess the provision of archival reference services to Persons with Disabilities (PWDs) at Botswana National Archives and Records Services (BNARS), with the aim of determining BNARS preparedness in meeting the needs of PWDs in accessing archival reference services.The study was guided by pragmatism paradigm which allowed the use of mixed methods as a way of triangulating findings from other methods with the other method. The studysample comprisedthirteen purposefully selected respondents from BNARSthat included the Deputy Director, the Principal Archivist, Archivists and Records Management Officers,who are directlyinvolved with the provision of archival reference services, and eight persons with disability, who were referred by others through snowballing method.Data for the study was collected through the use of questionnaires, interviews and an observation checklist based on theInternational Federation of Library Associations (IFLA) Access to Libraries for Persons with Disabilities Checklist.The findings of the study indicate that, despite the existence of legal instruments both locally and internationally, which speak against discrimination of PWDs, the current legal and policy framework in use at BNARS does not explicitly address how the needs of PWDsin archival referenceservicescan be met. Secondly, in terms of the type of services offered to PWDs, the findings from the study revealed that BNARS does not fully accommodate the needs of PWDs in terms of the physical layout of the building and the lack of specialised material such as Braille. The findings further revealed that while BNARS staff is trained in the provision of archival reference services, none of them has been trained specifically in the provision of reference services to PWDs. The key recommendations arising from the study include theneed to lobby for the amendment of the NARS's Act to accommodate provision of archival services to PWDs and involvement of PWDs in policy formulation, through liaising with different organisations which deal with disability issues, such as Botswana Council for the Disabled and Botswana Federation of the Disabled, ensuring that the physical layout of the archives reading roomsand the format of archival records are accommodative of PWDs. Finally, the study recommends the training of archival reference staff on how to service PWDs.

Keywords: Access, Archival services, Botswana, BNARS, Disabilities, Persons with Disabilities

TABLE OF CONTENTS

LIST OF TABLES

LIST OF FIGURES

LIST OF ACRONYMS AND ABBREVIATIONS

BCD   Botswana Council for the Disabled

BNARS   Botswana National Archives and Records Services

BOFOD   Botswana Federation of the Disabled

CRPD   Convention on the Rights of Persons with Disabilities

FRC   Francistown Records Centre

IFLA   International Federation of Library Associations

ICA   International Council on Archives

NARS   National Archives and Records Services Act

NCPD   National Policy on the Care for People with Disabilities

NDP   National Development Plans of Botswana

ORD   Office of Research and Development

PWDs   Persons with Disabilities

RNPE   Revised National Policy on Education

UN   United Nations

WHO World Health Organisation

WSIS   World Summit on the Information Society

CHAPTER ONE: INTRODUCTION TO THE STUDY

1.0 Introduction

Access to information is a human rights'issue,therefore the expectation is that institutions like National Archives, in their provision of archival reference services, should make provision to accommodate everyone without discriminating(UN, 2006).In 2006, the Convention on the Rights of Persons with Disabilities(CRPD) introducedlegal disability reforms (UN, 2006).Across the world, it has been observed that people with disabilities (PWDs) have less economic participation, are most likely to live in poverty, have fewer educational qualifications, unemployed and have less experience, and they still normally find themselves experiencing poorer servicesthan people without disabilities; thus, they experience barriers in accessing many services (WHO, 2001; Blair, 2005).This chapter containsthe background information on disabilities worldwide, the statement of the problem, the objectives of the study, the research questions as well as the scope and significance of the study.

1.1Background to the study

The United Nations Convention on the Rights of Persons with Disabilities (CRPD) recognises PWDs as rights holders aswell as the subjects of human rights (UN, 2006; Degener, 2016). According to Harpur (2012) and Quinn, Laidlaw, Murray (2009), the CRPD is all encompassing as it affects most aspects of the lives of PWDs, with the intention to provide an extensive network of rights to protect and empowerthe disabled people. The United Nations Convention onthe Rights of People with Disabilities (CRPD) Article 1 definespersons with disabilitiesas, "those who have long-term physical, mental, intellectualor sensory impairments which in interaction with various barriers,may hinder their full and effective participation in society on an equal basis with others" (UN, 2015:21).

Disabled World (2011) defined disability as a condition judged to be significantly impaired compared to the usual standard of an individual or group. It can be used to refer to individual's functioning such as the physical impairment, sensory impairment, cognitive impairment, intellectual impairment, mental illness and various types of chronic diseases.Since then, many

scholarly studies have adopted various terms such as, people with disability, individuals with disability, disabled people and persons living with disability in the same context to refer to persons with disability. This study usestheterm 'persons with disability' in the same context as used by other researchers. Persons with disabilities need particular services in order to access resources in an archival institution. This, therefore, means that archives should be positioned in such a way that they meet and deal with a variety of disabilities that may involve restricted abilities for walking, seeing, hearing, speaking, perceiving or understanding or physical coordination(Serene, 2008). Thus, the study soughtto find out BNARS preparedness in offering archivalreferenceservices topersons with disabilities.

1.1.1 Rights of Persons with Disabilities

Article 2 of the United Nations on the rights of persons with disabilities states that,"discrimination on the basis of disability means any distinction, exclusion or restriction on the basis of disability which has the purpose of impairing or nullifying the recognition, enjoyment or exercise on the equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field"(UN, 2015:4).It includes any forms of discrimination and denial of reasonable accommodation (Ekwelem, 2013). The international community has made efforts for the inclusion and participation of PWDs in all spheres of life.Since the 1970s, there was a strong reaction among representatives of organisations of persons with disabilities and professionals in the field of disability against the then disabilityterminology (Eide&Mmatli, 2016). Giving a speech on the commemoration of People with Disabilities, MsMotsumi, from the Office of the President, highlighted that in the 1980s the United Nations introduced the World Program of Action and Standard Rules on Equalization of opportunities for PWDs, which resulted in the adoption of the Convention on the Rights of PWDs in 2006 (Motsumi, 2010).This Convention provides a platform to engage a wider global development community for the advancement of the international disability rights agenda (Hlalele,Adeola,Okeowo,Muleta&Njiti 2014).

People with disabilities are entitled to "… live independently and participate fully in all aspects of life, states parties shall take appropriate measures to ensure that persons with disabilities have access, on an equal basis with others, to the physical environment, to transportation, to

information and communication, including information and communication technologies and systems, and to other facilities and services open or provided to the public, both in urban and rural areas. These measures include the "identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia: builders, roads, transportation and other indoor and outdoor facilities; Information, communications and other services" (UN, 2006:13). However, it has been observed that people with disabilities have not enjoyed their full human rights and the possible reason is that those who are in power and control resources have tended to marginalise PWDs and have failed to cater for their needs of access to public places (OHRC.org, 2018). However, governments in Africa are beginning to look at the plight of the disabled infavorable light. This study therefore, sought to find out BNARS preparedness in meeting the archivalreference needs of PWDs.

1.1.2 People with Disabilities: The Botswana Situation

According to the 2001 Census Report, Botswana has a total of 58716 Persons with Disabilities, whereas in 1991 there were about 2.2% PWDs (Motlapele, 2011). The common types of disabilities in Botswana include persons with restricted abilities to walking, seeing, hearing, speaking, perceiving or understanding or physical coordination. The 2011 census further states that there were about 59, 103 people with disabilities in Botswana which was 2.92% of the total population of 2,038,228(Eide&Mmatli, 2016). The government of Botswana has made considerable effort to promote the interest, welfare and the rights of people with disabilities which include but are not limited to the following(Motsumi, 2010):

1) Responding to the United Nations declarations such as the 1981 year of disabled persons, which gave PWDs a platform to make the world aware of their disability issues through worldwide campaigns and the 1993 UN standard rules on the equalization of opportunities for the persons with disabilities.

2) Establishing the office of PWDs under the Office of the President in the Ministry of Presidential Affairs, Governance and Public Administration to coordinate all the activities of PWDs.

3) Introducing a Framework for Action on the Education of Students with Special Needs. The framework is based on two policies:- The 1994 Revised National Policy on Education (RNPE) by the Ministry of Education and Skills Development and the1996 National Policy on the Care for People with Disabilities by the Ministry of Health. These documents are further explained below.

i) The 1994 Revised National Policy on Education (RNPE) by the Ministry of Education and Skills Development. In the Educational sector, it has been recognised that there is stillan imbalance of resources, with less resources being spent on facilities to cater for children with disabilities; hence most of the schools are not user friendly to children with disabilities. Children with all kinds of disabilities have been socialised and associated with low expectations of success in both education and life. The reason is that, disabled children are integrated in the main streams where they are not properly catered for. TheRNPE promotes the integration of pupils with disabilities in the mainstream education with the understanding that the needs of these pupils are catered for(Republic of Botswana, 1994). The Ministry of Basic Education is supposed to provide special education for pupils with disabilities.

ii) The Government of Botswana adopted the National Policy on the Care for People with Disabilities (NPCPD) in1996. The Policy recommends a multi-sectored approach where the Ministry of Health is expected to implement programs which prevent or reduce the occurrence of disability in society and to implement rehabilitation programs for people with disability (Botswana Government, 1996). This policy was developed after acknowledging that people living with disabilities were excluded from participating in mainstream activities. Lack of access to facilities, stigmatization and inadequate participation of PWDs in social, economic or political processes were and still are considered as some of the significant challenges facing PWDs in modern day Botswana (Omotoye, 2018).

A study conducted by MoukhopadhyayandMoswela (2016), in partnership with the Open Society Initiative of Southern Africa (OSISA), indicates that three percent of the total population of Botswana are living with disability. Moukhopadhyay and Moswela (2016) argue that though the constitution of Botswana prohibits discrimination of any kind against any person, limitations

exist in incorporating provisions of the Convention on the Rights of Persons with Disabilities (UN-CRPD). In addition, these researchers positthat the lack of specific legislation in Botswana has resulted in instances where legal frameworks inadequately address the rights of persons with disabilities, citing the Education Act, as not adequately making reference for accessibility, reasonable accommodation and affirmative action for persons with disability. In contrast, there is evidence of progressive interest shown in the welfare of PWDs in Botswana in areas such as building of special schools or resource centres, modification of teacher training curriculum to include awareness courses, modification of buildings to accommodate the needs of PWDs as well as pursuance of the policy of inclusive education (Abosi, 2000).However, despite these developments in Botswana, individuals with disabilities fail to access services and are at the mercy of the service providers (Mukhopadhyay&Moswela, 2019). The former Minister of Transport and Communication in Botswana, Honourable NonofoMolefi,reported that the Ministry carries out condition surveys on various facilities, for the provision of amenities for people with disabilities to be done (Global AccessibilityNews, 2012).

1.1.3 Access to Archives by People with Disabilities

Archival institutions are mandated to provide archival services to all as access to archives guaranteesutilisation of information. The Universal Declaration on Archives emphasizes the need for archives to be accessible to everyone (ICA, 2012) in order to promote responsible citizenship (Ngulube, Sibanda&Makoni,2013:135). Accessible archives assist in promoting human rights and entitlements, building information and knowledge-basedsociety (Zolotarevsky, 2010; Murambiwa& Ngulube, 2011). In archival institutions, PWDsneed particular attention in order to access resources. Hence, archival institutions should be positioned in such a way that they meet and deal with a variety of disabilities that may involve restricted abilities for walking, seeing, hearing, speaking, perceiving or understanding or physical coordination (Serene,2008).

It is a requirement for archival institutions to ensure that their collections are accessible to the public including persons with disabilities and must be delivered in many formats. The United Nations (2006:13) recognised this need when it stated that:

"To enable persons with disabilities to live independentlyandparticipate fully in all aspects of life, states parties shalltake appropriate measures to ensure that persons with disabilitieshave access, on an equal basis with others, to the physicalenvironment, to transportation, to information and communication,including information and communication technologies andsystems and to other facilities and services openorprovidedto the public, both in urban and rural areas. Thesemeasures,which shall include identification and elimination of obstaclesand barriers to accessibility, shall apply to, inter alia: builders,roads, transportation and otherindoor and outdoor facilities,information, communications and other services.''

The international community has made efforts to include persons with disabilities in all areas of life. Recent initiatives to introduce greater access to information in Africa include the adoption of the Resolution on the Adoption of the Declaration of Principles on Freedom of Expression in Africa 2002 which states that:

1. Public bodies hold information not for themselves, but as custodians of the public good, and everyone has a right to access this information subject only to clearly defined rules established by law.

2. The right to information shall be guaranteed by law in accordance with the following principles:
    - Everyone has the right to access information held by public bodies.
    - Everyone has the right to access information held by private bodies which is necessary for the exercise or protection of any right.
    - Any refusal to disclose information shall be subject to an appeal to an independent body and/or the courts.
    - Public bodies shall be required even in the absence of a request, actively publish important information of significant interest.
    - No one shall be subject to any sanction for releasing in good faith information on wrong doing, or that would disclose a serious threat to health, safety or the environment, where the imposition of sanctions serves a legitimate interest and is necessary in a democratic society, and,
    - Secrecy laws shall be amended as necessary to comply with freedom of information principles.

3   Every one has the right to access and to update or otherwise correct their personal information, whether it is by public or by private bodies (African Commission on human and people's rights, 2002).

1.2 Contextual Setting: Botswana National Archives and Records Services (BNARS)

According toNgoepeandKeakopa (2011:148),the origin of archives and record-keeping systems in Botswana goes as far back as the pre-independence period in the early 60s when the headquarters of the colonial government was transferred from the old capital, Mafikeng, South Africa, to the new capital Gaborone, Botswana. The Botswana National Archives and Records Services (BNARS) was established in 1967 and operated under the National Archives and Records Services (NARS) Act of 1978 as amended in 2007(Mosweu& Simon, 2018). The NARS ActprovidesBNARS with a framework in which records and archives functions are to be managed.Before the NARS Act was passed, BNARS operated through a presidential directive (Sebina, 2006). In recognition of NARS Act deficiencies, amendments were made in 2007 to incorporate the management of current records, electronic records and recognition of private archives.BNARS' mandate has been mainly focused on themanagement of public sector records.

A timeline summary of BNARS since its inception in 1967 to date is shown in Table 1.1 below.

Table 1.1: A timeline of Botswana National Archives and Records Services (BNARS)

Date	Event
1965	Appraisal of the Bechuanaland Protectorate records
1967	Establishment of Botswana National Archives
1970	Schedule of retention periods for various classes of records and subjects of correspondence
1973	Submission to the Ministry of Labour and Home Affairs for a new National Archives building by Walkins, Gary and Woodgate Architects.
1978	Botswana National Archives Act enacted
1982	Botswana National Archives purpose built facility opened

1985	Botswana National Archives renamed Botswana National Archives and Records Services through Presidential Circular Number 3 of 1985
1992	Botswana National Archives include the records management service through the Presidential Circular Number 4 of 1992
1995	Integration of Government Ministries and Departments Records Management Units (RMUs) and their staff.
1999	Published the first newsletter called Tshedimoso to inform clients about the new developments in archives and records management.
2004	Francistown Records Centre began operations.
2005	Gaborone Records Centre began operations.
2007	Transfer of BNARS from Ministry of Labour and Home Affairs to Ministry of Youth, Sports and Culture.
2010	Decentralisation of records management services personnel from BNARS to various ministries-Extension of BNRS building.
2013	Kanye Records Centre began operations.
2017	Pilot implementation of a Computerised National archives and records management system.

Source: Adopted from (BNARS, 2017)

Currently, the Botswana National Archives and Records Services (BNARS) falls under the Ministry of Youth Empowerment, Sport and Culture Development. The department operates four records centres, being: BNARS headquarters in Gaborone, the Gaborone Records Centre located in Block 8, Gaborone; the Francistown Records Centre (FRC) in Francistown and the KanyeRecordsCentrelocated in Kanye. BNARS acquires, preserves and makes accessible to the public the nations documentary heritage as per the National ArchivesAct of 1978 (as amended in 2007) (BNARS, 2017: 07). The primary mandateof the National Archives Act is"the preservation, custody, control and disposal of public archives including public records of Botswana" (NARS Act, 1978).One of BNARS' oversight responsibility is to coordinate the

management of records in Government as per the BNARS Act of 1978 (2007) (BNARS, 2017: 07). This responsibility, amongst others, includes enabling the transfer and preservation ofpublic sector records through ensuring proper storage at the BNARS records centres. The major function of the records centres is the management of semi-current records pending appraisal to determine whether they should be destroyed or they should be transferred to the National Archives for permanent preservation.

The Francistown Records Centre, which is located in Francistown, started operating in 2004(BNARS: 2017). It provides storage facilities for semi-current records of the public sector in the central, north east and northern part of the country. It also provides archival reference services to the public.

The KanyeRecordsCentre (KRC)was opened to the public in 2012. Like the FRC, theKanyeRecordsCentre provides storage for semi- current records that are produced by government departments in the Southern, Kgalagadi and Ghanzi Districts. The centre also offers archival reference services. Therefore the study investigated BNARS preparedness in offering archival reference services to persons with disabilities who seek to access archivesin the three records centres operated by BNARS.

1.3 Statement of the problem

Despite the various initiatives and efforts made by the government of Botswana to promote participation of people with disabilities and to remove physical barriers that impede inclusion and the rights of access,Motsumi (2010: 12)argues that a gap still exists in Botswana in terms of the ideal facilities and services that cater for PWDs. Moreover, there is general consensus among researchers thatdespiteBotswana being governed by national laws and subscribing to international laws and declarations which advocate for equal treatment of PWDs in terms ofaccess to public services, libraries and archival institutions in Africa are still lagging behind when it comes to the provision of archivalreference services to people with disabilities (Ponera, 2015, Lawal- Solarin, 2013). Yet, accessibility is one of the eight general principles set out in Article 3 of the UN Convention on the Rights of Persons with Disabilities (Walker, 2013).In fact, Eskayand China (2013); Ponera(2015) lamentthat,it appears as if most of these public facilities were built without even considering the needs of people with disabilities as demonstrated by the

physical structure of most facilities, the format of the material, lack of a strong policy on disability as well as lack of trained staff who are able to serve PWDs.This is further stressed by Murambiwa andNgulube(2011), who observed that policy makers often neglect the special needs of people with disabilities and there is paucity of information about disability and archival reference services. Yet, Article 9 of the UN Convention on the Rights of Persons with Disabilities declares accessibility as one of the principles that the convention on the rights of persons with disability is based on(UN, 2015).Access and useare the main goals of archival institutions (Murambiwa&Ngulube, 2011).

The study wasbased on the premise that PWDs should be granted the same rights to fully participate in community life through access to national resources such as the national archives as those people without disability. Archival institutions seem to be having problems in fulfilling their mandate in general and one wonders how they are faring at it with PWDs who happen to be a minority and a vulnerable group. People with disabilities are a minority and vulnerable hence special efforts must be made to protect their rights.SastryandGregory (2012) argued that in terms of the International Law of Human Rights, these groups are broadly classified as women, refugees, disabled, internally displaced persons, HIV/AIDS victims, migrant workers, minorities, mentally ill persons, trafficked persons and sexual minorities. In Botswana, most buildings show little or no consideration for PWDs as alluded toby the then minister of Transport and Communications who said "Design Audit Teams established in the Ministry are another level of verification for compliance to design requirements for people with disabilities" (Global Accessibility News, 2012:1). This was a policy statement and policies take time to implement, but at least this policy statement shows that there is awareness about problems of accessibility experienced by PWDs.Despite the fact that the 2011 Population and Housing Census indicatedthat three percent of the total population of Botswana are living with disability; preliminary observations at BNARS on their archival usage and monitoring register/ tools revealed that PWDs had not accessed any of the services offered by the Department.Additionally, none of the studies reviewed investigates exhaustively the ICA Principles on Access to Archives as benchmarked against UN Information and Access Model. Therefore, with the aid of the UN Information and Access Model, as well as the ICA Principles on Access to Archives and the observation checklist adopted from IFLA, this study soughttoassess the provision of archivalreference services to people with disabilities at BNARS

with the aim to determine BNARS preparedness in meeting the needs of archival reference services of PWDS.

1.4 Aim and Objectives of the study

The aim of this study is to assess the provision of archivalreference services to persons with disabilities (PWDs) at Botswana National Archives and Records Services. Specifically, the studysought to:

1. Determine the legislative, regulatory and policy framework for the provision of archivalreference services to PWDs at BNARS;

2. Investigate the types of archivalreference services provided by BNARS to PWDs;

3. Assess the skills and knowledge of the staff in the provision of archivalreferenceservices to people with disability;

4. Identify the challenges that hinder BNARS in the provision of archival referenceservices to people with disability and

5. Suggest recommendations aimed at improving BNARS in the provision of archival referenceservices to PWDs.

1.5 Research Questions

In order to address the objectives of the study, this studysoughtto answer the following questions:

1. What is the legislative, regulatory and policy framework within which BNARS operates inthe provision of archival referenceservices to PWDs at BNARS?

2. What types of archival reference services are provided by BNARS to PWDs?

3. What skills and knowledge does BNARS staff have in the provision of archives and records services to people with disabilities?

4. What are the barriers that impact BNARS's ability to providearchivalreferenceservices to people with disabilities?

5. What improvements does BNARS require in order to enhance archivalreferenceservices to meet the needs of PWDs?

1.6 Scope and Limitations of the study

The study focused on the provision of archival services to people with disabilities (PWDs) at BNARS Headquarters located in Gaborone, Francistown Records Centre andKanye RecordsCentre, and did not include theprovision of reference services by public libraries and academic libraries in Botswana.Apart from housing semi- current records for government departments, the Francistown and Kanye records Centresalso provide archival reference services to the public, hence are included in this study.

The main limitation that the researcher faced was related to time because the researcher,being a full-timeemployee,meant that she had to conduct the study simultaneously with her work. Transport was a challenge as the researcher works and lives in Mochudi while she was conducting the study at BNARS branches in Gaborone, which is 45 km from where the researcher resides. Kanye branchis 70 km away from the researcher's residence as well as Francistown branch which is about 400 km from the researcher's place. As a way of going around the challenges, the researcher had to liaise with BNARS staff to help in administering questionnaires to PWDs asthey walked into the archives in their respective branches and some of the interviews wereconducted face to face with BNARS staff while some were done telephonically.The study was limited by the fact that it focused on a small population of archives staff and PWDs as a result, generality of the study to a wider population is problematic. In addition, the use of snowball sampling to select PWDs who use the archival reference services could have easily been manipulated, resulting in the selection of a sample (PWDs) who may not have had any experience of using the archive facilities. Despite these limitations, the findings of the study are significantto BNARS as it strives to offer effectivearchivalreference services toall users including PWDs.

1.7 Significance and Justification of the study

This study is important due to the following reasons:

Firstly,thisstudy is the first comprehensive study to be conducted inBotswanaon the provision of archival reference services to PWDs. Therefore, thefindings of the study provide useful insightstoBNARS which when implemented will enhance the provisionofarchivalreferenceservices in Botswana topeople with disabilities.

Secondly, understanding the various challenges inhibiting PWDs from fully accessingarchivalreference services and the gap that exists between what is ideal and the current situation prevailing at BNARS, the study is expected to be an eye opener to BNARS and other stakeholder to ensure that their services and facilities are accommodative of PWDs.

Thirdly, by examining various models of access to information by PWDs, the study provideslessonsthat can help in the development of a model that speaks to the needs of PWDs in the context of Botswana.

Fourthly, interrogating the various legal and policy frameworks governing the provision of archivalreference services to PWDs, the study contributes towards ensuring that those instruments effectively address the needs of PWDs.

Lastly, this study adds to the body of knowledge in the field of records and archival studies,especially within the East and Southern African region where studies on the provisionofarchivalreference services to PWDs have hitherto not been carried out.

1.8 Conceptual Framework for the study

This study was informed by the UN Information and Access model. The Information and Access Model focuses on people with disability and emphasises various components which include information, physical environment, public facilities and services, legislation and transportation. The study also used the ICA Principles on Access to Archives as a framework on the provision of archival reference services. The principle of ICA deals with a number of issues including the rights of access by people with disability to archives of public bodies, making the existence of archives and closed materials public; disclosing the existence of restrictions that affect access to the archives as well as the way to handle archives and the people who have access to them. The three frameworks are discussed in detail in Chapter 2.

1.9 Definition of terms

Access

It is defined as the 'right, opportunity and means of finding, using or retrieving information' (ISO 15489-1,2016:1). Access can also be defined as to include "the terms and conditions of availability of records or information maintained by archives for examination and consultation by researchers" (McCausland, 1993:173).

Archives

The organised non-current records of an institution or organisation or individual retained for their continuing value in providing evidence of the existence, functions and operations of the institution or organisation on activities or person affected by the organisation (Anderson, 2017).

Disability

It is the restriction or lack of ability to perform an activity in the manner or within the range considered normal for a human being (Lord et al, 2010).

1.10 Organisation of the study

This study is organised into six chapters.

Chapter One covers the introduction, background, statement of the problem, objective of the study, research questions, significance of the study, limitations of the study, organisation of the study and a summary.

Chapter Two deals with theoretical and empirical literature review.

Chapter Three discusses the research methodology and covers the research design, research paradigm, location of study site, population of the studyand sampling procedure, research instruments, data collection procedures, reliability and validity, data analysisand ethical considerations.

Chapter Four presents the findings of the study based on the data collected using the data collection instruments described in Chapter Three.

Chapter Five focuses on discussionandinterpretationof the findings of the study.

Chapter Six provides thesummary of the findings,conclusions and recommendations of the study.

1.11 Summary

This chapter has presented an overview of the study and highlighted the research objectives and questions. The chapter has provided thebackground to the study, the statement of the problem, the objectives of the study and the research questions, the scope and limitations of the study and the significance of the study. The following chapter presents the theoretical and empirical review of the study.

CHAPTER 2: LITERATURE REVIEW

2.0 Introduction

Literature review is a critical, analytical, synthetic and summary of current knowledge of a topic (Harvey, 2010). A researcher refers to literature to see what research has been and has not been done with regard to the problem, and is a way to building an argument for addressing a particular problem (Kilbourn, 2006). It is thus a tool to inform one's research (Mayoh&Onwuegbuzie, 2015). Literature review also helps a researcher to identify gaps and avoid unnecessary duplication of studies (Mouton, 2001). This chapter provides a review of literature on key concepts associated with the provision of archivalreferenceservices to the members of society who have disabilities. An evaluation of the theories on how archival services are extended to people with disabilitieshas been made. An identification of variables of the research study has beendone by taking into account the theories and empirical studies on the provision of archival services to those with disabilities. The review covers the following areas: disability in the society, definition and concepts related to the study, conceptual frameworkand review of previous studies.

2.1 Disability in Society

 According to the World Health Organisation (WHO, 2001), a disability is an umbrella term, covering impairments, activity limitations and participation restrictions. Impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations. The United Nations Convention on the Rights of Persons with Disabilitiesviews disability as the disadvantage or restriction of activity caused by a society, which takes little or no account of people who have impairments and thus excludes them from mainstream activities (UN, 2015). Whitehead (2004: 13) opined that PWDs are not a homogenous group and should not be viewed as the 'invisible membersof the society'. This means that policy makers and service providers should be more inclusive, non-discriminatory and should address the needs in the same manner as for those people without disability. May andLehohla (2005) identified the following categories of disability: Sight (Blind/sever visual

limitation), Hearing (deaf, profoundly hard of hearing), Communication (speech impediment) and Physical (needs wheelchair, crutches and prosthesis, limb or hand usage limitations) amongst others.

2.2 Conceptual framework

This study utilised three different models, namely:the International Council on Archives(2012) Principles on Access to archives, Information and Accessibility Model(UN, 2006) and the IFLA Access to libraries for persons with disabilities – Checklist(Irvall & Nielsen, 2005). The sections below provide explanation as to why these models were selected and the specific aspects that were applied in assessing the provision of archival referenceservices by BNARS to PWDs.

2.2.1 International Council on Archives (ICA)

The Principles on Access to Archives were developed in 2012 by the International Council on Archives (ICA). The primary objective of the ICA is to facilitate the use of archives by making them widely accessible, making reproductions more readily available and encouraging greater freedom of access (Born, 2007).These principles cover both the rights of access by the public and the responsibilities of archivists in providing access to archives and to information about them (Mnjama, 2006).The ICA principles are vital for developing functional and effective archives access systems which are designed to meet the different needs of groups of people including PWDs.Ngulube, SibandaandMakoni (2013) emphasise that these principles provide an external benchmark that can be used to measure existing access practices and to support the adoption of new or modification of existing access rules. Application of these principles also ensures that there is compliance with the legal and policy environment without depriving the clients their right to access. Due to their relevancy to the study, seven out of the tenICAPrinciples were selected for application in this study and as stated by ICA (2012) these are:

> **Principle No. 1**The public has the right of access to archives of public bodies. Both public and private entities should open their archives to the greatest extent possible.

Principle No.2 Institutions holding archives make known the existence of the archives, including the existence of closed materials, and disclose the existence of restrictions that affect access to the archives.

Principle No.3 Institutions holding archives adopt a proactive approach to access.

Principle No.4 Institutions holding archives ensure that restrictions on access are clear and of stated duration, are based on pertinent legislation, acknowledge the right of privacy in accordance with cultural norms and respect the rights of owners of private materials.

Principle No.5 Archives are available on equal terms of access.

Principle No.6 Users have the right to appeal a denial of access.

Principle No.7 Institutions holding archives ensure that operational constraints do not prevent access to archives.

Mnjama (2017:5)in his paper titled "An assessment of compliance to ICA principles of access to archives in ESARBICA member states,"arguedthat even though"these principles are not mandatory, theESABRICAstatesmaystill use them to develop their own archival access standards". In addition to theInternational Council on Archives Principles of Access to Archives by ICA (2012), the study also utilised the Information and Accessibility Model to assess the reference and information services provided by BNARS to people living with disabilities. A brief discussion on the Information and accessibility Model is provided below. This study therefore seeks to find out the barriers (if any) that may be impacting BNARS ability to provide archival services to persons with disabilities.

2.2.2 Information and Accessibility Model

The researcher developed the model of information and accessibility by adopting concepts from the United Nations Convention on the Rights of Persons with Disabilities. The model may be effective in providing a guide on what should be taken into consideration to improve the exchange of information and accessibility. Walker (2013) confirmed that the issue of accessibility is one of the eight general principles set out in Article 3 of the UN Convention on the Rights of Persons with Disabilities. It requires the states parties to ensure access in key areas,

to promote accessibility and to eliminate barriers of transportation, information and communication, as well as other facilities and services provided to the public (European Commission, 2010). In addition, Article 9 articulates that accessibility should include promotion of the design, development, production and distribution of accessible information and communication technologies and systems. Accessibility is regarded as a precondition or an enabler for an inclusive society for all. In support for the need for accessibility in service delivery, Bigby(2012) further stresses that delivering services in an accessiblemanneris viewed as a moral issue of human rights as well as a legal obligation. Thus the importance of non-discriminationaccessibility can never be overemphasised.MajingeandStilwell (2014) added their voices when they contended that public institutions like archives should not offer discriminatory services against users on the basis of disability, but rather should ensure that every user has equal access to the services offered by afacility. Figure2.1 below summarises the concepts underpinning the model of information and accessibility.

Figure 2.1: Information and Accessibility Model
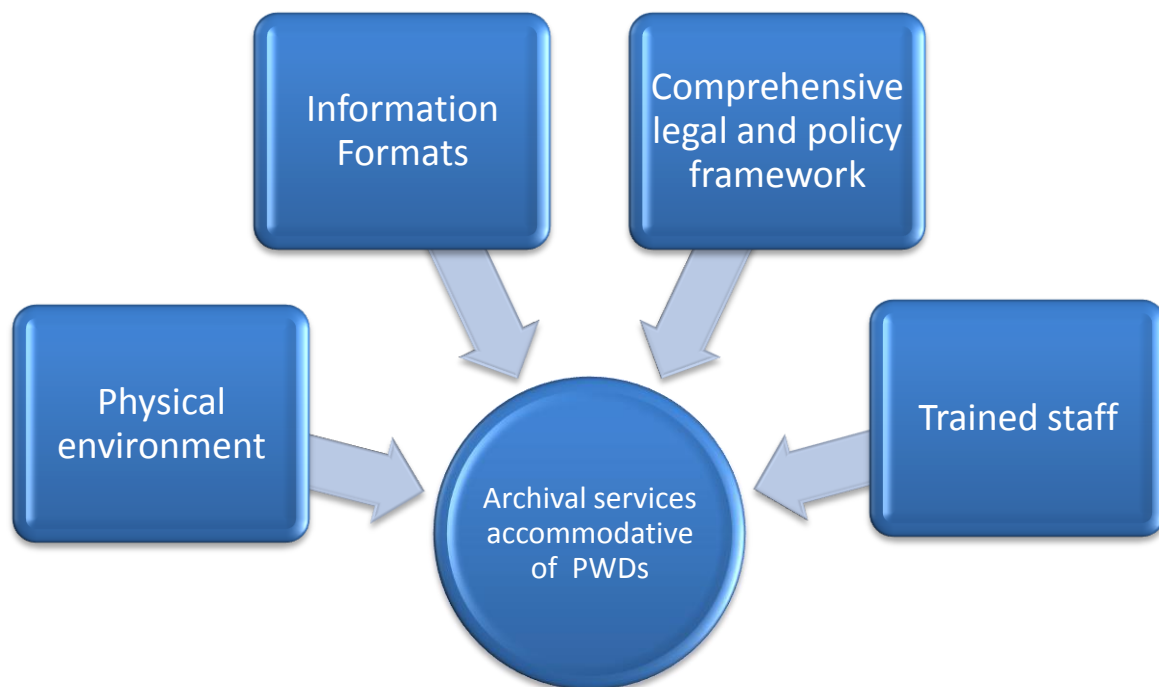
Source: synthesis from the researcher

The model has key components which deal with information, the physical environment, information formats, legal and policy framework as well as the trained staff, which are briefly described below.

(a) The physical Environment

According to Irvall and Nielsen (2005), the physical environment entails the entrance, restrooms, elevators and accessible special rooms should be accessible to persons with different kinds of disabilities. They added that a physical environment should allow people with disability to navigate all places and to easily reach information resources (Irvall& Nielsen, 2005). On the contrary, in most African libraries and archives, the physical environment such as infrastructure, equipment and machinery are cited to be significant barriers in preventing PWDs to fully participate in the economic, social and political life. Maja et al (2011)in their studies that looked at employing people with disabilities in South Africa, identified inaccessibility of buildings and infrastructure as the predominant physical barrier to employing PWDs. The physical environment should be barrier-free or disability-friendly where access is facilitated by ramps, lifts /elevators and entrances. Similarly, the physical environment of the archives should be barrier-free so as to allow the public to easily access it regardless of their physical abilities or disabilities. In concurrence, KavisheandIsibika (2018) argued that physical barriers are some of the factors that hinder PWDs from social inclusion and they have proved to be very difficult to address. The above cited authors advise that the physical factors among others should be removed as a way of promoting equal treatment of people with disabilities.

(b) Information Formats

The World Summit on the Information Society (WSIS) held in Geneva in 2003 and Tunis 2005, focused on policy options to establish an information society for all and measures to implement such commitments (UN, 2015). One of the Geneva Declaration Principles (2003) calls for the recognition of the special needs of persons with disabilities in an attempt to build an information society for all. Information centres such as libraries and archival services as noted by Jain andNfila (2011) are by nature democratic in terms of providing access to information to all without discrimination and censorship/restriction. Therefore, they are expected to take into

consideration the special needs of PWDs through offering non-discriminatory information services.

(c) Legal and policy frameworks

At the international level, three documents have been formulated within the UN policy framework (2015). These are the World Programme of Action concerning Disabled Persons, the United Nations Standard Rules on the Equalisation of Opportunities for Persons with Disabilities and the Convention on the Rights of Persons with Disabilities (UN, 2015).These documents give particular attention to accessibility in the physical environment, to information and communication, as well as affirm the importance of access to public services such as national archives and records centres among others. Similarly, public institutions like BNARS need to align with all the guidelines and policies to governmental legislations and policies particularly with respect to disability equity.

(d) Trained staff

It has been observed in several studies that having a well-structured building is not enough to cater for people with disabilities, but that it is of equal importance to have trained personnel that is able to provide services to patrons with disabilities (Kavishe&Isibika, 2018).Thus, it is expected that public institutions like the archives should have skilled staff to handle all types of patrons including PWDs. More so in consideration of the fact that thephysically challenged users tend to need more help compared to the non-disabled users. Several studies show that library and information workers have no specialised skills on assisting PWDs (Ochoggia, 2003).

2.2.2 The IFLA Access to libraries for persons with disabilities - Checklist

The International Federation of Library Associations and Institutions (IFLA)Access to Libraries for Persons with Disabilities - checklist is a practical toolthat was developed in 2005 by the IFLA Standing Committee of Libraries serving disadvantaged Persons (LSDP). The checklist is designed to provide external benchmark against which all types of information resources (inclusive of archives and records centres) can use to assess existing levels of accessibility to buildings, services, materials and programs and to enhance accessibility where it is needed(Irvall& Nielsen,2005). This tool is intended to provide equal opportunities for all library

users and as confirmed by Irvalland Nielsen (2005),who posit that the use of the checklist can provide information for immediate enhancement measures andto support the adoption of new or modification of existing physical condition of library buildings as well as library services and programs. The checklist was used as an observation tool to find out the level of compliance to access BNARS in terms of the physical space, bathrooms, media and information desks as shown in Table 2:1 below.

Table 2.1: IFLA access to libraries for persons with disabilities - Checklist

Attributes	Description	Yes	None
1. The physical space	Clear and easy-to-read signs with pictograms		
	Reading and computer tables of varying heights throughout the archives		
	Chairs with study armrests		
	Unobstructed aisles between bookcases		
	Visible and audible fire alarm		
	Staff trained to assist PWDs in case of emergency		
2. Rest Rooms	Clear signs with pictogram indicating the location of the toilets		
	Door wide enough for a wheelchair to enter and sufficient space for a wheelchair to turn around		
	Room enough for a wheelchair to pull up next to the toilet seat		
	Toilet with handles and flushing lever reachable for persons in wheelchairs		
	Alarm button reachable for persons in a		

		wheelchair	
		Washbasin, mirror at the appropriate height	
3.	Reference/ information desk	Adjustable desk	
		Organised "queue system" in the waiting area	
		Chairs suitable for elderly and disabled patrons	
		Induction loop system for hearing impaired persons	
4.	Format	Talking books, talking newspapersand talking periodicals	
		Large print books	
		Easy-to-read books	
		Braille books	
		Audio Visual Collections	
5.	Computers	Designated computer workstations adapted for patrons in wheelchairs	
		Adaptive keyboards or keyboard overlays for users with motor impairments	
		Designated computers equipped with screen reading programs, enlargement and synthetic speech	
		Designated computers equipped with spelling and other instructional software suitable for persons with dyslexia	
		Staff capable of instructing customers in the use of computers	

Source: Irvall and Nielsen (2005:4).

2.3 Disability and Archival Reference Services in Africa

A study conducted by MajingeandStilwell(2014) in Tanzania evaluated the physical layout of libraries in order to ascertain the extent to which PWDs were catered for. The study relied on both the pragmatism paradigm and the social model of disability which emphasises universal access. The key finding revealed that whilst there was provision for people with visual impairment and ramps for wheelchairs, the provision was inadequate when looked at through the lens of the social model for universal accessibility. The study recommended that legislators and policy makers should accommodate PWDs at the policy formulation level. The rights of PWDs should be recognised by the policy makers and include them in budgets. The common barriers which seem to be obvious are lack of physical facilities such as ramps alongside stairways and lack of automatic doors. On the other hand, the social model for PWDs brings to the fore social barriers in the form of stigma, negative attitudes and behaviours towards PWDs which need to be uprooted.

A similar study conducted by Ekwelem (2013) on library services to disabled students in the digital era attempted to discover whether university libraries in the South East region of Nigeria were satisfying the various information requirements for persons with disabilities in the digital era. The study employed focus group interview technique for data collection. The findings revealed that persons with disabilities were not benefiting fromthe ongoing technological revolution. This has led to a digital divide amongst students, separating students with disability from the meanstream.

The same trend was highlighted by a study by Kavishe and Isibika (2018), on the Provision of Library Services for Users in Wheelchairs at Ardhi University and University of Dar es Salaam Libraries. The study utilised pragmatism paradigm approach to anlayse both qualitative and quantitative data . The results show that the two libraries were not in compliance with library universal services to users in wheelchairs. Thus library users with disabilities were not benefiting from the service because the facility was not accomodative of their needs.

Eskay and China (2013) observed that architectural barriers are often the problem for most library buildings. This was confirmed byPonera (2015), who lamented that libraries seem to have been built without ever considering providing services for the PWDs. They further observed that these buildings have stairs, high book shelves, narrow doorways and lack elevators.

In further highlighting the plight of PWDs in accessing public facilities like archives and libraries,the results from a study by Carson (2009) revealed that one of the barriers that PWDs face in such public facilities, especially the wheelchair bound, is that they cannot climb stairs and in the absence of a ramp or a stair lift,they can not access the facility.

The provision of services for users with disabilities is a challenge within libraries in most countries in Africa. In most of African libraries, Hadjikakou andHartas (2007) as well as Omekwu and Nwafor (2014), indicated that there is hardly any provision of ramps or any electronic devices that assist wheelchair users either to gain entry into the library and/or maneuver movements within the library.

2.4 Legislative, regulatory and policy framework for the provision of archival services to PWDs.

ISO 15489-1 (2016) requires that organisations should define and document a policy for records management. Whilst ISO 15489-1:2016 is a good basis for regulatory and policy framework, it is not explicit about the needs of PWDs. The National Policy on Care for People with Disabilities(NPCPD) of 1996 is considered as government's response to incidents of disability in the country. The policy's objective is to "combat the incidence of disability and to promote the quality of life for people with disabilities" (Botswana Government, 1996:5). This action is centred on improving the challenges faced by people with disabilities, but the policy does not clearly indicate or provide guidelines on how PWDs should be protected from acts of discrimination and exclusion, in order to enjoy a better quality of life. Arguably, the policy does not substantively discuss the rights of PWDs; it only provides the normative guidelines on the care of people with disabilities. Moreover, the policy has an ineffective implementation and coordination structure because it lacks legislative enforcement measures (Eide&Mmatli, 2016).The same author observed that although the principles that constitute the policy are based

on the various national development plans, the fundamental flaw of the policy is that it fails to define disability. Therefore, the scope and coverage of the policy remains imprecise and compromises the extent to which various stakeholders and the society at large could better utiliseit. The Government of Botswana also realised that, although services are being provided to people with disabilities, they are provided in isolation (Botswana Government, 1996).Despitethe current efforts, progress on implementing the NPCPD has been slow (Moukhopadhyay&Moswela, 2016). In countries like America there are documents on expected standards and best practices(Society of American Archivists, 2018).

2.5 Skills and knowledge of staff in providing archival reference services to PWDs

 An archival staff needs to be trained in order to be knowledgeable about various disabilities and how to serve patrons with these disabilities. Personnel who work in Archives need people with skills such as communicationskills in order to make provisions for accessibility to PWDs more effective (Lord et al, 2010). They furtheremphasised the need to treat everyone with courtesy and respect and recommended that the institution should:

> "Offer to all archives employees sensitivity training focused on addressing
> the needs of individuals with disabilities, to create an atmosphere that makes
> everyonefeel welcome regardless of impairment or disability; become familiar
> with and use appropriate disability terminology rather than assuming, ask
> researchers with disabilities what kind of assistance they may need"
> (Society of American Archivists, 2018).

In further stressing the need to have a trained knowledgeable staff,Kavishe andIsibika(2018) contended that it is not enough to have a well-structuredbuilding to cater for people with disabilities without skilled staff who are able to serve them. Thus, the importance of having trained staff can never be overemphasised especially in view of the fact that the physically challenged users require more attention in terms of help in comparison to the non-disabled users.

2.6 Challenges that hinder access and use of archival reference services to people with disabilities (PWDs)

In his strategic report, the former Prime Minister of Britain, Tony Blair highlighted that PWDs face a wide range of barriers ranging from attitudinal, policy, physical to lack of empowerment

(Blair, 2005). This is an acknowledged global trend in service provision to PWDs. Thus it can be seen from the above that there are a number of challenges faced by people with disabilities and these challenges are of a wide range. A study by Ngulube, Sibanda and Makoni (2013)revealedthat knowledge and skills of promoting access and use of archives are fundamental to implementing and promoting access and reference activities. The study argues that lack of financial resources does not greatly hamper efforts to promote access of archival services as compared to the lack of skills and knowledge of communicating archives. A similar study by HlopeandWamukoya (2007) revealed that lack of skilled personnel in promoting access and marketing archives contributed to underutilisation of the archives. Authors such as Kemoni, WamukoyaandKiplang'at (2003), Maphorisaand Jain (2013) and Mogami (2010) confirm that low utilisation of archives is due to a number of factors including lack of appropriate instruments and tools to facilitate access, rigid regulations and conditions.

Maja et al (2011) posited that internationally, the challenges to PWDs include amongst others, discrimination against PWDs due to lack of knowledge, awareness of disabilities, insufficient information, physical infrastructure, cost of accommodation and legislations guiding the provision of services to PWDs. The Greek libraries services for people with disabilities have minimized physical barriers through installing elevators, ramps, and facilitating accessible workstations, points of entrance and signage (Koulikourdi, 2008). In addition, she confirmed that most of the libraries assist their patrons with services like photocopying, accepting requests by phone, provide accessible material on demand and organise special orientation tours among others. Some of these services are provided worldwide in archival centres to PWDs.

A study carried out by Anambo(2007) at the University of NairobiLibrary, revealed that physical structural inadequacies, incompetent staff, lack of relevant policies are some of the challenges that students with disabilities face in accessing the university libraries. The study further revealed that the libraries did not have facilities, resources and equipment such as lifts/elevators, spacious ramps, braille materials and hearing aids required by students with disabilities. Moreover, the staff was found to have a negative attitude towards students with disabilities (Anambo, 2007; Nyaboke, 2018).

A study carried out by Nyaboke (2018)onchallenges of accessing library and information services for persons with disabilities in university libraries in Meru County, Kenya, shows thatthe libraries lacked special library and information services,hadinadequate assistive technologies, staff incompetence, structural inadequacies and lack of internally formulatedpolicies and low compliance with national and international policy frameworks. The study further revealed that the librarieslacked facilities, resources and equipment such aslifts/elevators, commodious ramps, Braille materials and hearing aids needed by students with disabilities. In addition, the same study revealed that the libraries did not have any policy pertaining to serving PWDs. Overall, the study concluded thatuniversity libraries in Kenya were not adequately accommodating the needs of PWDs.

2.7 Service provision for people with visual impairment and on wheelchairs in related areas

Majinge (2014) examinedprovision of library services for people with visual impairments and on wheelchairs in academic libraries in Tanzania. The study focused on access to information resources available and the layout of library buildings in five universities which included University of Dares Salaam, Open University of Tanzania, Dares salaam University College of Education, Sebastian Kolowa Memorial University and St John's University of Tanzania. The main research question was "What services do academic libraries provide for people with visual impairment and on wheelchairs?" The researcher used a pragmatism paradigm and the social model of disability to guide the study(Oliver, 2013). The findings revealed that although libraries provide services, the services were not suitable for people with visual impairment and on wheel chairs.

Kepley (1983) examined accessibility of library services for the disabled American archivists. The same author reported that since 1981, the international year of the disabled inspired many professionals to look for ways to make their services and facilities more accessible to the disabled and in 1972, the US congress passed the rehabilitation Act, which provided that "No otherwise qualified disabled individual shall solely, by reason of his/her handicap be excluded from participation in, be denied the benefits of or be subjected to discrimination under any program or activity receiving federal financial assistance''(Kepley, 1983:42).This law as well as the 1975 Education For All handicapped children Act, which required that as much as possible,

disabled children be mainstreamed into public schools, have served notice on society that the disabled want and deserve the same opportunities and services as the able-bodied. The years since the passage of these two laws have witnessed an increased activism on the part of disabled population as children and young adults matriculate through high school, college and graduate school.

Archivists should be prepared to welcome PWDs in large numbers. In addition, it is important for the archival profession to recognise the special needs of disabled researchers. Accessibility here means that all things available to all other people should be available to those with disabilities. Moreover, one should recognise the specific groups of disabled individuals whose needs are as diverse. The special categories of disabled researchers include the deaf, the blind and persons with limited mobility and the aging. These people may need selected adaptive devices which may include turn table desk, touch turners, adjustable wheel chair tray, mobile wheelchair work table, Braille plaques/plates, brailletors, braille tape writers (labler), low vision aids, magnifiers, reading devices, general devices for the deaf, tilt-top adjustable height school and directional markers for use by blind persons in locating public facilities such as elevators, rest rooms and public telephones.

2.8 Conclusion from reviewed literature

A review of empirical studies on access and use of archival materials, access to public archives and developing an access index, as well as library services for PWDs are summarised in Table 2.2 below.

Table 2.2: A comparative table showing methodological approach, the theories and the philosophical framework of reviewed literature

	Title	Methodological Approach	Theoretical Framework	Key Issues Discussed	Philosophical Framework

1	Mapping access and use of archival materials held at Bulawayo Archives in Zimbabwe (Ngulube, Sibanda&Makoni, 2013)	Qualitative (Comprehensive Case study design	ICA Principles of access	-Archival services, ICT utilisation for archival access, Staff skills knowledge	Interpretive
2	Library Services for PWDs in Greece (Koulikourdi, 2008)	Survey approach (two sets of mailed Questionnaires to libraries and to Users)	Not Specified	-Information seeking Behaviour of disabled Libraries and Users perspectives in Disability services	Positivist
3	Person First, disability awareness training in Libraries (Charles,2005)	Descriptive Approach Qualitative	Not specified	Disability Training	Interpretivist
4	Measuring access to public Archives and developing an access index (Murambiwa&Ngulube, 2011)	Descriptive approach	ICA Principles	Archival access, Archival use web 2.0 technologies	Intepretivist

5	A model for the development of virtual communities for people with long-term, severe physical disabilities (Tilley et al,2006)	Qualitative	A Ground theory approach	-Virtual communities -Physical disabilities	
6	Library services provision for people with visual impairments and on wheelchairs in academic libraries in Tanzania.(Majinge,2014)	Quantitative and qualitative (mixed-methods approach)	Social model of disability of Oliver and International classification of functioning (CIF) framework.	Library services provision for people with visual impairments and in wheelchairs in academic libraries in Tanzania.	Pragmatism
7	Challenges of accessing library and information services for persons with disabilities in university libraries in Meru county, Kenya (Nyaboke, 2018)	Descriptive survey design	Not specified	Challenges of accessibility of library and information services by PWDs	Pragmatism

Source: Charles (2005); Koulikourdi (2008); Majinge (2014); Murambiwa and Ngulube (2011);Ngulube, Sibanda and Makoni (2013);Nyaboke (2018); Tilley, Bruce, Hallam andHill (2006)

The conclusion drawn from Table 2.2 is that: firstly, ICA principles were used as the baseline for measuring archival access in two separate studies. Secondly, the researchers employed mostly qualitative approach as methodological approach to solicit a variety of information about different aspects of their studies. Therefore, from the above drawn observations, it is befitting to

say that ICA principles on access are relevant asthe framework for accessing archival services. The descriptive approach may also be ideal in data analysis in this study as it has been used successfully in the previous studies.

2.9 Summary

This chapter analysed and discussed relevant theoretical and empirical studies related to the study. It selected a suitable theoretical framework about how people with disabilities can be helped to realise their full potential as citizens on equal basis to those without disability. The review of literature revealed that United Nations conceptual framework is a systematic approach of dealing with disabilities by considering issues of accessibility, information and legislation. The review of empirical studies revealed that the needs of PWDs are not adequately addressed as evidenced by lack of appropriate facilities like spaciousramps, reliable elevators, reading materials in appropriate formats, trained staff and lack of relevant internal policies that address the needs of PWDs (Charles, 2005; Koulikourdi, 2008; Majinge, 2014; Murambiwa &Ngulube, 2011;Ngulube, Sibanda &Makoni, 2013;Nyaboke, 2018;Tilley, Bruce, Hallam &Hill, 2006).The review of previous studies related to the study suggest the ICA principles on Access to Archives as a strong framework to use as it was adopted by many studies(Ngulube, Sibanda&Makoni, 2013;Murambiwa&Ngulube, 2011). The following chapter focuses on the methodology of the study.

CHAPTER 3: METHODOLOGY

3.0 Introduction

Research methodology is a systematic way to solve a research problem scientifically and it "Encompasses research methods as well as the logic behind the chosen methods of study" (Kothari, 2004: 8)**.**The research methodology as arguedby Ary, Jacobs, Sorensenand Walker, (2014) is the method used by the researcher to study a particular problem and the logic behind the methods in the context of, at the particular study. This chapter discusses the methods and procedures that were adopted in this study. The chapter addresses the following sub-topics: research paradigm, research design, population of the study, sample and sampling procedure, research instruments, validity and reliability of the instruments, data collection procedure and method of data analysis.

3.1 The research paradigm

A research paradigm refers to the philosophical assumption taken by the researcher that provides a basic set of beliefs that guide action (Creswell, 2009).It is a set of beliefs that a researcher align with in order to understand and appreciate reality (Plowright, 2011). There are three major categories of the research paradigms: positivism, interpretive and pragmatic, which have been used to guide various previous research studies from time memorial with their distinctive underlying philosophical assumptions (Mertens, 2010).

Positivism is a philosophy that adheres to factual knowledge gained through observation (Crowther&Lancaster, 2008). In addition, positivism approachindicatesthatthe role of the researcher is limited to data collection and interpretation through objective approach, with findings often observable and quantifiable. The researcher in this paradigm remains independent from the study in order to make a clear distinction between reasons and feelings. (Carson, Gilmore, Perry &Gronhaug, 2009).

On the other hand,interpretivists believe in obtaining a comprehensive understanding of the subject under study. They are interested in understanding motives, meanings, reasons and other subjective experiences which are time and context bound (Neuman, 2006). In interpretive

studies, the research is subjective and value bound (researchers own value). Programmatic approach combines both qualitative and quantitative approaches. The choice between these three philosophical beliefs is usually based on the research objectives and types of research questions of the study (Creswell, 2003).Therefore, the study is consistent with the stated research aims and objectives, in order to adopt an objective examination of the phenomenon in a sample size that is purposely selected of BNARS employees. This study is viewed through the lenses of pragmatic research paradigm, which allows the utilisation of the methods, techniques and procedures typically associated with both qualitative and quantitative research. According to Sanders, Lewis and Thornhill (2009), pragmatic approach enables triangulation which involves the use of multiple perspectives to interpret the results (theory triangulation) and the use of multiple methods to study a research problem (methodological triangulation).Table 3.1 below shows the distinction between qualitative and quantitative approaches in research.

Table 3.1: Distinction between Quantitative and Qualitative approaches

Elements	Quantitative	Qualitative
Approach	Objective - often adheres to facts, predicts causal relationships	Subjective-emphasises understanding
Methods	Structured - questionnaires, surveys, independent observer	Semi structured interviews, participant observation
Question Formats	Close ended	Open ended
Sampling	Requires large numbers selected randomly	Small number of cases chosen for specific reasons
Data Formats	Statistical	Textual
Research Paradigm	Positivism	Interpretive

Source: Researcher's own compilation, 2018

Table 3:1 above demonstrates that there is a clear distinction between the two research designs, however for this research study, the researcherutilised both methods with qualitative being more predominant than quantitative in guiding the study. The researcher utilised the mixed methods

research in order to get an in-depth understanding to determine BNARS preparedness in meeting the needs of PWDs. Mixed methods research approach uses both qualitative and quantitative approaches to collect data. Using multiple approaches can capitalise on the strengths of each approach and offset their different weaknesses (Creswell, 2012). It could also provide more comprehensive answers to research questions going beyond the limitations of a single approach. The pragmatic approach was chosen because it allowed the researcher to have an in-depth appreciation of the legislative, regulatory and policy framework for the provision of archival services to PWDs at BNARS, to investigate the types of archival services provided by BNARS to PWDs, toidentify the challenges that hinder BNARS in the provision of archives and records services to people with disabilityand to make recommendations aimed at improving BNARS in the provision of archival services to PWDs.

3.2 Research Design

Research design is regarded as an outline or a plan that is used to generate answers to research problems. Research design can be described as a "blueprint" for empirical research aimed to address the following processes: (1) the instrument development process, (2) the sampling process and (3) the data collection process (Bhattacherjee, 2012).It can be categorised into various types such as descriptive, experimental, correlational, case study and cross-cultural research design. The current study adopted a case study research design. It is a means to structure a research study in order to address a defined set of questions (Trochim& Donnelly, 2007).Research design can be thought of as the structure of the research; it is the "glue" that holds all of the elements in a research project.

Popoola (2012) identified five specific questions that a researcher could ask when planning a research design. These are: (1) What are the data needed? (2) Where are the data located? (3) How will the data be collected? (4) How will the data be analysed?And(5) how will the data be interpreted?

A research design assembles appropriate methods to collect information to answer the research questions (Babbie & Mouton, 2001).The researcher in the current study used the case study type of research design as it allows an in-depth understanding of the issue under study. Previous

studies byZolotarevsky, (2010), MurambiwaandNgulube (2011);Ngulube, SibandaandMakoni (2013) explored similar issues using a qualitative case study designover a short period of time and within a smaller population size. The adoption of a case study by the researcher allowed the focus on a single unit of entity which is BNARS and to gather comprehensive information pertaining to the case study.

3.3 Population of the study

A research population is defined as a ''group of individuals who have the same characteristics'' (Creswell, 2014: 160). A research population is generally a large collection of individuals or objects that is the main focus of an inquiry or investigation. The population is the set of entities under study (Babbie & Mouton, 2007). It is the whole set of values, or individuals the researcher is interested in. However, due to the large size of populations, it is not practically possible for researchers to test every element in the population because it is too expensive and time‐consuming;therefore,they use a special subset of the population known as a sample.The population of the study comprised of 13 BNARS staff and 8 PWDs who were archives users.

A sampling frame is a group of individuals with some common defining characteristics that the researcher can identify and study (Creswell, 2014). The target populationis geographically dispersed as the three selected branches far apart. The respondents were purely selected from three divisions namely: administration, records management and archival services and included BNARSDeputy Director, archivists and records officers from the selected BNARS centres as they deal directly and indirectly with the provision of services to PWDs.Respondents also included PWDs who were using the archival reference services under study. The sample size for the study was 13 BNARS respondents purposely chosen from the three branches under study. In addition, eight PWDs were included as part of the participants for this study. PWDs who participated in the study were five people with physical disability, two with visual impairment (partiallysighted) and one with hearing impairment (using hearing aid). The management staff from BNARS was included in the study as they are the ones responsible for policy development and implementation. Furthermore, people with disabilities were included since they constitute a segment of the recipients of archival services who are somehow excluded.Table 3.2 below shows

the Staff Complement of BNARS headquarters in Gaborone, Kanye Records Centre and Francistown Records Centre (FRC).

Table 3.2 Staff of BNARS's headquarters in Gaborone, Francistown and Kanye Records Centres

Staff Member	No.				
Director	1				
Assistant Director	1				
Deputy Director	1				
Administration		**Records Management**		**Archival Services**	
Principal Administration Officers	3	Records Managers I	9	Principal archivist I	1
Administration Officer	1	Records Managers II	3	Archivists I	3
Project Manager	1	Principal Records Assistants	3	Assistant Archivists	3
Cleaners	5	Records Officer	1	Senior Archives Officer	1
Switchboard Operators	2	Principal Records Manager I	1	Senior Archivist	1
Groundsmen	3	Chief Records Assistants	2		
Senior Personal Secretary	1	Principal Records Managers II	2		
Messengers	4	Librarian II	1		
Chief Administration Officer II	1				
Personal Secretary	1				
Systems Programmer	1				
Driver	1				
Procurement Officer I	1				
Senior Procurement	1				

Assistant II					
Store Keeper II	1				
Typist	1				
Total	31	Total	22	Total	9
Overall Total	62				
Francistown Records Centre					
Administration		**Records Management**			
Receptionist	1	Principal Records Manager I	1		
Cleaner	1	Records Manager I	1		
Messenger	1	Records Manager II	1		
Driver	1	Assistant Records Officers	2		
Total	4		5		
Overall employees Population	9				
Kanye Records Centre					
Administration		**Records Management**			
Receptionist	1	Principal Records officer I	1		
Messenger	1	Records Officer II	1		
Driver	1	Assistant Records Officer	1		
		Total	6		
Overall Total staff population	73				

Source: BNARS Establishment Register, 2020

It was difficult to get the target population of people with disabilities that access their search rooms; hence the researcher employed a snowball method (which was discussed under sampling procedure) to identify the respondents. The different numbers in Table 3.2 show staff population from the three selected BNARS branches.

3.4 Sample and sampling procedures

A sample is a subset of the population, and it is the set of values the researcher actually uses in his or her estimation (Denzin& Lincoln, 2000).Sampling methods are classified as: Probability and non-probability sampling (De Vos, Strydom, Fouche&Delport, 2005). Purposive sampling, also known as selective sampling, is a non-probability procedure which was used to select the respondents who participated in the study. Purposive sample is a strategic group of people drawn from the population because they are likely to be the best source of information being sought because of their roles and positions in an organisation. Hence the researcher employed purposive sampling technique to select BNARS management and the search room staff for the interview segment in this study. Purposive sampling technique was used to purposefully select participantswhose characteristics were relevant to the study.BNARS staff members who are the custodians of BNARS policies and responsible for the implementation of those policies,were considered for the interview.By virtue of being employees of BNARS, these respondentswere included in the study because they were expected to have useful information on policies and procedures for guiding the provision of services to PWDs. In addition, the search roomstaff members responsible for the day to day operation of BNARS archival reference section accessed by the public were also considered for the interview. The researcher purposely selected these particular individuals whom shefelt could offer useful information as the study got deeper understanding concerning provision of archival services to PWDs.

Another method that wasused for data collection is snowballing, which is ametaphor forhow the sample grows just like a snowball gets bigger as it rolls down a slope. The snowball method was found to be an efficient and effective method for accessing hidden groups such as drug dealers, gangsters, vulnerable groups and the stigmatised (Peterson & Valdez, 2005). The selection of this method can be justified on the grounds that it has been found to be suitable when carrying out a research on special and vulnerable groups (Brantlinger, Jimenez, Klingner, Pugach& Richardson, 2005).Snowball sampling consists of identifying respondents who are then used to

refer researchers on to other respondents. Itis said to be suitable for getting a sample from vulnerable groups like people with disabilities, those people who are stigmatised or even elites. Vulnerable groups like people with disability are not many in society and they tend to operate outside the mainstream of society and it may not be easy to identify them by using normal sampling techniques. A questionnairewasdropped at the selected BNARS branches in Gaborone, Francistown and Kanye where one of the officers was requested to give it to anyperson who uses the archives and has a disability, who in turn was requested to leave a contact at the BNARS of someone who has a disability. The contacts wererequested to complete a questionnaire and also leave a contact to be the next archives user in the sample. This created a chain of archives users with disability and this chain constituted thesample. Theselection criterion included anyone using the archives with one of these disabilities:impairedvision; movement assisted by a wheelchair and impaired hearing. In addition to that, Snowball sampling of PWDs was also considering those who already had the experience of using the archives facilities, in order to increase the validity of the data collected from such subjects.Thus the study targeted PWDs who were archives users and willing to participate as an inclusion criterion.Snowball sampling has advantages such as the exchange of information in a context of trust and confidentiality. Althoughthis method of sampling has been criticized for bias and the sample is neither random nor representative, the researcher deemed it the most suitable as it has more advantages than disadvantages especially in considering the nature of the population under study.

3.4.1Sample Size

The sample size was determined from the total number ofBNARSstaff drawn from the three centres under study. This shows that for a population of 76 the sample size is 42. The sample is mainly permanent employees who deal with archival services at BNARS. The industrial class employees did not form part of the sampled population. A sample for this study was that part of the total population chosen by the researcher to represent the entire population on the assumption that samples chosen share the same characteristics with the others unselected. Hence, the sample size of BNRS staff was 13respondents, who are proportionately shared among the three BNARS records centres under study based on their population.Table 3.3 shows the number of sample size in each BNARS centre under study.

Table 3.3: Purposive sample of BNARS employees and PWDs(archives users) under study

Designation	Population	Designation	Sample	Research instruments
BNARS headquarters in Gaborone	4	-Director, -Deputy Director, -Senior Archivist, Principal Records Officer 1	2	Interview
	30	-Records Manager, -Archivists -search room staff	5	Interview
Francistown records centre	1	Principal Records Manager	1	Interview
	1 2	Record Manager Assistant Record Manager	1 1	Interview
Kanye records centre	1	Principal Record Manager	1	Interview
	1 2	Record Manager Assistant Record Manager	1 1	Interview
Total	76		13	
PWDs			8	Questionnaire

Source: Field data, 2019

Persons with disabilities (PWDs) weresampled using a snowball technique to identify those who access the services of the three records centres under study. Moreover, in consideration of the fact that the research study was being done in the interests of people with disabilities, referrals (snowballing) were found to be the most appropriate sampling method because it allowed for the selectionof a reasonable number 8 of participants to whom questionnaires were administered from each records centre selected, thus making approximately eight sample size of PWDswho were archives users.

3.5 Data Collection Instruments

In view of the fact that the study was approached through pragmatismresearch paradigm,which allows the use of both qualitative and quantitative methods, a qualitative method was the dominant method used to collect data even though there were some elements of quantitative method. The study utilised a combination of instruments to gather data in this study because the use of a single instrument would not be sufficient to gather all the information needed for the study. This was also in line with previous studies which used a combination of data collection instruments; hence the researcher believed that these are more relevant and reliable for this study. According to ChinyembaandNgulube (2005),the use of more than one instrument improves on data quality by offsetting the weakness of one method with the strength of another.Triangulation of data collection instruments was employed to offset the probable weakness inherent in a single method. The study used the following data collection instruments: questionnaires, interviews, observations and document review. These are discussed in the following section:

3.5.1 Questionnaires

The questionnaire was one of the data collection instruments that wereutilised by the researcher in order to collect data from people with disabilities who use the archival reference services. Eight questionnaires were administered to eight persons with disabilitieswho were archives users, who included five persons with physical disability, two persons with visual impairment and one with hearing impairment. Aquestionnaire is flexible in data collection because it generates data that is simple to code for analysis especially in closed ended questions. It is

inexpensive, less time consuming and has the ability to provide both quantitative scale and qualitative data from a large research sample (Yin, 2008). Furthermore, it is considered one of the most appropriateinstruments for collecting data on different shades of opinion or experiences regarding particular subjects being researched (Fowler, 2009). However, the researcher was aware of the limitations of this instrument of data collection such as loss of questionnaire and invalid or zero responses. These limitations were addressed by piloting the questionnaire prior to its use. The questionnaire included both open and closed questions. The design of the questionnaire was guided by the literature review, previous questionnaires used in similar studies, research objectives and questions. The questionnaire was made up of items organised into constructs to capture separate facets of archival reference service provision and access such as operational procedures, staff skillsand service provisions. Careful consideration was taken to avoid replicating the questions when designing the questions. Question length sometimes has an effect on response rate and short questionnaires are often returned at high rate than long ones (Mertens, 2010).

3.5.2 Interviews

Interview was another tool that the researcher used in order to collect data for the study. According to (Neuman, 2012), this instrument of data collection is effective in obtaining a variety of responses. This instrument was used to complement the questionnaire as it allowed the researcher to obtain more personal and confidential information which the interviewee may not have been free to respond to in a questionnaire. It also enabled the interviewer to explain in detail questions not understood on the questionnaire and to further probe for clarification. According to Oltmann (2016),face to face interview helps to follow clues in a manner that is impossible in a questionnaire or observation. The researcher scheduled meetings with the BNARS staff of the three selected branches of Kanye, Francistown and Gaborone Headquarters and carried out a structured and formal interview. The interview involved only 13 BNARS staff: the Deputy Director of BNARS, principal archivist, archivists, principal records officers, records managers and assistant records officers from the three selected branches under study.

Interviews helped the researcher to have an overall picture of BNARS policies that support the provision and use of archival services by people with disabilities. Face to face interviews were

employed to gather information from the management and staff on policies, procedures and staff training to provide archival services to PWDs. A set of interview guide questionswas designed in order toguide the interviews with management and staff of BNARS (see Appendix 2).Theobjective of the interviews with senior management was to solicit data on the legal and policy frameworks that are in place to assist in service delivery to persons with disability.

3.5.3 Observation

Observation is a systematic data collection approach in which a researcher uses all the senses to examine people in natural settings or naturally occurring situations. Observation can be obtrusive or unobtrusive (participant or non-participant) (Creswell, 2014). Moreover, observation is good for explaining meaning and content and can be strong on validity. By using unobtrusive observation, the researcher was able to obtain first-hand information about the subject of the study. Unobtrusive observation does not require the researcher to intrude into the research context. Direct and participant observations require that the researcher be physically present. This can lead the respondents to alter their behaviour in order to look good in the eyes of the researcher. This study employed the unobtrusive and indirect data collection methods in which the researcher was not easily noticed or did not draw attention to one. The unobtrusive observation approach was selected because it did not lead the respondents to alter their behaviour and is useful in exploring topics that may be uncomfortable for participants to discuss (Creswell, 2014). Observation also allowed the researcher to access data on facilities and tools at BNARS, especially where questionnaires and interviews were impossible or inappropriate. An observation checklist which was adopted from the International Federation of Library Associations and Institutions (IFLA) (see Appendix 3)wasused to capture data on the conditions, facilities and tools used by BNARS staff in the provision of archival services to PWDs. This helped to observe the current situation of BNARS in terms of the physical environment, transportation, information access and generally the services provision to PWDs.

3.5.4 Document Analysis

Studying various documents of BNARS was important in that the researcher was able to extract information relating to the procedures, processes and daily business transactions of BNARS. The

researcher used documentary analysis also known as 'artefact analysis' (Plowright, 2011)which include amongst others, BNARS website, control desk registers, policy documents, newsletters and accession registers.

3.6 Reliability and Validity

According toJoppe (2000), the term reliability refers to the consistency of research findings or measuring test results. Validity is described as the degree to which a research study measures what it intends to measure (Beat & Khan 2006).Golafshani (2003) asserts that validity determines whether the research truly measures what it was intended to measure or how truthful the research results are. The researcher conducted a pilot study to establish reliability by checking if the participants will give responses which are reasonable. A pilot study was conducted on a group similar to the one that constituted the population of the study. The pilot study helped the researcher to eliminate any weaknesses in the instrument before it could beadministered in the main study.

Qualitative approaches are said to lack scientific rigor and credibility associated with quantitative methods (Sandelowski&Barroso, 2003; Horsburgh, 2003). Credibility, dependability, conformability and transferability are the most common measures to achieve rigorous qualitative studies hence a set of criteria generated by Lincoln andGuba (1984) was used to establish rigor namely:

3.6.1 Dependability

Interpretive research is regarded as dependable if two researchers assessing the same phenomenon using the same set of instruments can independently come up with similar conclusions (Bhattacherjee, 2012). To ensure this, the study has provided details about the subject of the study and the social context in which it is embedded as a way of enabling others to independently authenticate the interpretive inferences.

3.6.2 Credibility

Credible interpretive research is one in which readers are able to draw believable inferences. To this end, a researcher is expected to provide evidence that data was collected using various complementary methods and to keep a concise record of methodology and accurate records of contacts (Bhattacheriee, 2012). The researcher used various complementary instruments to collect data such as questionnaire, interview and observation (see appendix 1, 2 and 3).

3.7 Data Collection Procedure

Data was collected for about two months, from 03rd May to 10th July2019. The researcher sought consent from the Ministry of Youth Empowerment, Sport and Culture Developmentand of the management of BNARS to conduct the research as well as on the administration and permission to conduct interviews and administer questionnaires. Prior arrangements were made with the management of the three BNARS office namely Gaborone Headquarters, Francistown Records Centre and KanyeRecords Centre. The researcher drew a timetable indicating the dates and time for meeting with the respondents for both the questionnaires for the search room staff and the interview with the management. In each record centre, one search room staff was identified and trained to administer the questionnaires to persons with disabilities. From the three BNARS centres under study, 13staffmembersweresampled for the interview because they are responsible for policy formulation on access and for ensuring that suchpolicies are implemented to provide reference services to the public including persons with disabilities (PWDs).Aninterview guide (see appendix 2)was used to guide the interview session between the interviewer and the interviewee and to ensure minimum diversion from the objectives of the study.The researcher had to customise questionnaires designed for PWDs according to their different disability,some were produced in large print for people with visual impairment (partially sighted).

3.7.1 Interview Administration

Face to face in-depth interviewswere conducted with BNARS staff. Prior to the interview, the researcher sought consent from BNARS management and from the individual respondents. The researcher made priorappointments with the respondents individually to agree on the venue and time for the interview session. A timetable was drawn showing the sequence of the interviews

and period of data collection.The interviews were conducted in the offices of the respondents for convenience. The interviewconversation was recorded to allow capturing of the responses verbatim and this was done with the consent of therespondentsas part of the ethical requirements under which the study was being carried.

3.7.2 Questionnaire Distribution

For the purpose of introducing the study and seeking permission to administer questionnaires as well as assuring respondents of confidentiality, two letters, one from the research supervisor and the other from the researcher,were attached to the questionnaires.The questionnaires were given to an officer at each of theBNARS recordscentres under study to distribute to people with disabilities using the snowball technique which has already been explained. PWDs were given one week to respond to the questionnaires.An agreement on the day and time of collecting the completed questionnaires was made. A total of eight questionnaires were administered to PWDs, which included five people with physical disability, two people who were visually impaired and one person with hearing impairment. For people with physical disability, they all managed to answer the questionnaire as they did not have the problem with using their hands. However, for persons who were partially sighted (vision impairment) the questionnaires were enlarged and brailed to accommodate them. The person who had hearing impairment was able to answer the questionnaire without the help of an aide.

3.7.3 Observation Procedure

The researcher used the IFLA observation checklist (SeeAppendix 3) in conducting theobservations.The observation technique was instructive and the researcher had to ensure that there was no disturbance caused when conducting the observation/ inspections. Appointmentsweremadewith BNARS staff prior to conducting the observation at BNARS Records Centre under study.

3.8 Data analysis

According to Golafshani (2003), data analysis is an on-going activity, which not only answers the researcher's questions but also gives the researcher directions for future data collection. Data

analysis techniques enable the researcher to sum up the research findings to obtain answers to the research questions. Thematic analysis was employed to analyse qualitative data collectedthrough interviews, observation and document review. The analysis involves identifying relevant information to the research questions and objectives, then developing a report from major themes and associations between them. In thematic analysis,Kombo and Tromp (2006)indicate that in order to interpret the importance, attention or emphasis of a phrase, the researcher is guided by frequency with which an idea or word appears. Thematic analysis is a qualitative descriptive approach and is defined as 'a method for identifying, analysing and reporting themes within data' thus providing purely qualitative, detailed and nuanced account for data (Braun & Clarke, 2006:79). All this is because thematic analysis is based on the 'factist' perspective as it assumes that the collected data is accurate and is a truthful reflection of reality to be more or less accurate and indexes of the reality out there (Sandelowski&Barroso, 2003).Data wasreviewed and coded to establish recurrent themes for each participant. The unit of analysis were segments of texts rather than individual words. Data analysis was done iteratively and emerging patterns consistent with concepts and relationships derived from the theory were established (Creswell, 2009).Part of the data collected from questionnaires was analysed quantitatively and the other part was analysed thematically through narrative description since the questions were predominantly open ended.

3.9 Ethical considerations

According to Bogdan and Biklen (2003), ethics in research are the principles of right and wrong that a particular group accepts at a particular time. Almost every professional organisation has a code by which it expects its members to abide (Salkind, 2016).During the research the following ethical issues were observed. The researcher sought permission to conduct the study. The researcher submitted her research proposal (for review) together with a written letter to the Institutional Review Board (IRB) at the University of Botswana. The researcher first sought a review of her proposal and ethical clearance from Office of Research and Development (ORD) at the University of Botswana. After obtaining ORD clearance (see appendix 5), the researcher also requested permission from the Permanent Secretary in the Ministry of Youth Empowerment, Sports and Culture Development to carry out the study at BNARS.The researcher provided an introductory letter to the respondents prior to the study and a consent form. All respondents

wereinformed of the purpose and benefits of the study. The researcher explained the study to the participants and sought their permission to participate in the study. Their participation was voluntary. The respondents were informed that there are no known risks to anyone who participates in the study. Each respondent was then asked to fill in the informed consent form before participating in the study.Respondents were informed of their freedom to withdraw from further participation in the study without being asked to give reasons for their withdrawal. No respondent was forced to respond to questions they were uncomfortable with. For confidentiality purposes, the identities of the respondents arenotdisclosed and their names were not recorded anywhere. Confidentiality was maintained throughout and even after the research's conclusion. The researcher did not in any way manipulate the data in order to confirm any pre-conceived ideas. Instead, data was presented as obtained from the study.

Minors who have disabilities were excluded from this study. The age limit for participants who have disabilities was 18 years and above.The researcher requested one BNARS staff in each of the three selected branches under study to assist in distributing the questionnaires to PWDs. The staff members consisted of those who were part of the sample population and were orientated to ensure that theyunderstood the objective, purpose and significance of the study. The orientation of the selected staff thatassisted in data collection wasto ensure that information disclosed is treated with privacy and confidentiality. Theywere provided withaletter of introduction from the researcher to give to the respondents before they could be engaged in the study and the consent form to give it to PWDs to fill it. The data obtained from the targeted population was kept in an envelope and sealed up and the completed questionnaires were not linked to any identifiable respondent. Data collected was analysed and the results were reported objectively and accurately without any manipulation. Participating research centreswere assured that they will be provided with the findings of the study. This would be done by furnishing the Ministry of Youth Empowerment, Sports and CultureDevelopment,BNARS, the Department of Library and Information Studies, the School of Graduate Studies and the Botswana Council for Disabledwith copies of the dissertation and also publishing the outcome of this study on reputable journals.

3.10 Summary

This chapter outlined andjustified the research methodology that was used to collect data. A predominantly qualitative approach was used with some elements of quantitative approach. A sample was selected from the population using a purposive sampling procedure and a snowball sampling procedure was used to identify people with disabilities who were given questionnaires. The instruments to be used for data collection were questionnaires, interviews and observation. Validity was achieved by adopting the instruments that were already tried and tested such as the IFLA checklist. Data analysis was used by employing thematic analysis.

CHAPTER 4: DATA ANALYSIS AND PRESENTATION OF THE FINDINGS

4.0 Introduction

The previous chapter discussed and justified the methodology of the study. This chapter presents and analyses the data that was collected to assess the provision of archival services to persons with disabilities at Botswana National Archives and Records Services (BNARS). The data was collected through questionnaires administered to PWDs which included five people with physical disabilities, two people who were visually impaired and one person with hearing impairment, interviews with BNARS management and staff as well as observation of the facilities. In addition a review of documents was employed. The chapter presents the findings on the legislative, regulatory and policy framework for the provision of archival services to PWDs at BNARS, the types of archival services provided by BNARS to PWDs, the skills and knowledge of the staff in the provision of archival services to people with disabilities, the challenges that hinder BNARS from provision of archives and records services to people with disabilities.

4.1 Response Rate

As a predominantly qualitative study, response rate as a measure of generality as required in a quantitative study was not much of a concern in this study. On the contrary, the concern was more on the appropriateness of the sources of information in addressing the research objectives and the transferability of the findings. The study managedto ensure appropriateness of the sources of information through application of purposive sampling for selecting management for interviews and snowballing for selecting PWDs. The study interviewed 13 BNARS staff and 8 PWDs who visited the archives search rooms. Based on the above, there was therefore no need to discuss the response rate as a way of gauging generality to a wider population (Babbie&Mouton, 2001; Kothari, 2004).

4.2 Presentation of the Findings

The findings of the study were presented in accordance with the research objectives.

4.2.1 The legislative, regulatory and policy framework for the provision of archival reference services to PWDs at BNARS

The first objective of the study sought to determine the legislative, regulatory and policy framework of BNARS for the provision of archival reference services to PWDs. In pursuance of the above stated objective, the researcher examined various legal instruments, policies, international bills and declaration relating to the provision of archival services to PWDs at BNARS. A review of documentary sources revealed that there are a number of legislation and regulatory policies which govern the provision of archival services to PWDs, even though they do not make explicit reference to PWDs in archives.

Firstly, a review of National Archives Cap.59:04 of the Laws of Botswana shows that BNARS operates under the auspices of NARS Act of 1978 as amended in 2007 which discourages any form of discrimination to access archival materials held by the Botswana National Archives and Records Services. The NARS Act provides that access to archival collections is on equal basis unless the collections are less than 20 years old or have been subjected to extended closure beyond 20 years by the Minister responsible for the Archives.

Secondly the review of the constitution of Botswana shows that some sections or clauses in the Constitution such as Chapter 3 section 3 and section 15 address the human rights and fundamental freedoms of individuals which discourage any form of discrimination against PWDs. Chapter 22 subsection 3 on Fundamental Rights and Freedoms of the individual indicates that:

> "Every person in Botswana is entitledtothefundamentalrightsandfreedoms of the individual, that istosay, the right, whateverhisorherrace,placeoforigin,politicalopinions,colour,creedorsex" (Constitution of Botswana, 1966).

Chapter 22 Section 15on Protection from discrimination on the grounds of raceprovides that no person shall be treated in a discriminatory manner by any person acting by virtue of any written law or in the performance of the functions of any public office or any public authority (Constitution of Botswana, 1966).

Thirdly, Botswana is a signatory to several international bills and declarations against discrimination of PWDs. Some of the instruments include:

The International Bill on Human Rights protects all human beings from discrimination on the basis of disabilities and it discourages member states from discriminating people with disabilities.

The Declaration on the Rights of Disabled Persons (1975)is also against any form of discrimination ofPWDs. This is highlighted in the following sections:Section 3oftheDeclaration on the Rights of Disabled Persons (UN, 1975)states that "Disabled persons have the inherent right to respect for their human dignity. Disabled persons, whatever the origin, nature and seriousness of their handicaps and disabilities, have the same fundamental rights as their fellow-citizens of the same age, which implies first and foremost the right to enjoy a decent life, as normal and full as possible."

Further Section 8 of the Declaration on the Rights of Disabled Persons (UN, 1975) states that "Disabled persons are entitled to have their special needs taken into consideration at all stages of economic and social planning".

The World Programme of Action Concerning Disabled Persons (UN, 1982) reiterates, "….the continuing need to promote the realization of the right of disabled persons to participate fully in the social life and development of their societies and to enjoy living conditions equal to those of other citizens, as well as to share equally in the improvements in living conditions resulting from social and economic development".

Article 9 - on Accessibility by the Convention on the Rights of Persons with Disability - Preamble (UN, 2006:9) states that**:**

> To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure that persons with disabilities have access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall

include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:

a) Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces;

b) Information, communications and other services, including electronic services and emergency services.

States Parties shall also take appropriate measures:

a) To develop, promulgate and monitor the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public;

b) To ensure that private entities that offer facilities and services which are open or provided to the public take into account all aspects of accessibility for persons with disabilities;

c) To provide training for stakeholders on accessibility issues facing persons with disabilities;

d) To provide in buildings and other facilities open to the public signage in Braille and in easy to read and understand forms;

e) To provide forms of live assistance and intermediaries, including guides, readers and professional sign language interpreters, to facilitate accessibility to buildings and other facilities open to the public;

f) To promote other appropriate forms of assistance and support to persons with disabilities to ensure their access to information;

g) To promote access for persons with disabilities to new information and communications technologies and systems, including the Internet;

h) To promote the design, development, production and distribution of accessible information and communications technologies and systems at an early stage, so that these technologies and systems become accessible at minimum cost".

Finally, BNARS is also a member of the International Council on Archives(ICA), whose primary mandate is to facilitate the use of archives by making them widely known, making reproductions more readily available and encouraging greater freedom of access (Born, 2007). ICA Principle No. 5 on Access to Archives states that "Archives are made available on equal and fair terms", a clear indication that no user should be discriminated against on the basis of their disability.

Table 4.1 below provides a summary of the major instruments both local and international which form the basis provision of access to archives to PWDs in Botswana.

Table 4.1 Legislative, regulatory framework for BNARS for the provision of archival reference services to PWDs.

	Title of the legal instrument or policy document	Clauses relating to access to information by PWDs
1	United Nations Human Rights Charter(UN, 2006).	United Nations Human Rights Charter which provides that: Every human being has the right to access information.
2	International Bill of Human rights protect from discrimination on the basis of disabilities (UN, 2006).	The International Bill of Human Rights - promotes and protects the rights of everyone, including persons with disabilities, through the non-discrimination clause. In all three instruments, article 2 obliges States to guarantee human rights without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.
3	Declaration on the Rights of Disabled Persons (UN,1975).	Although not legally binding, these instruments, adopted by the United Nations General Assembly, symbolize the moral and political commitment of nations to take

		measures to protect persons with disabilities, including through national legislation and policies.
4	World Programme of Action concerning Disabled Persons (UN, 1982).	The continued need to promote the right of PWDs to participate fully in the social life and development of their societies and to enjoy living conditions equal to those of other citizens, as well as to share equally in the improvements in living conditions resulting from social and economic development.
5	Standard Rules on the Equalisation of Opportunities for Persons with Disabilities (UN, 1993).	The resolution advocates for the equalisation of opportunities for persons with disabilities. People with disabilities are entitled to enjoy the living conditions equal to those of other citizens.

6	International Council on Archives(ICA,2012)	BNARS being a member of the International council on Archives- ICA subscribe to ICA Principles on Access to Archives by providing equal access to archives and ensuring that operational constraints of the archival institutions do not prevent access to archives. This is highlighted in Principle No. 5.which states that "Archives is available on equal terms of access"
7	Botswana Constitution (1966) Chapter subsection 3 and 15	Chapters 22 subsection 3 - Fundamental rights and freedoms of the individual. Every person in Botswana is entitled to the fundamental rights and freedoms of the individual, that is to say, the right, whatever his or her race, place of origin, political opinions, colour, creed or sex(Constitution of Botswana, 1966). Chapter 22 Section 15 - Protection from discrimination on

		the grounds of race, sex, age or colour. Provides that no person shall be treated in a discriminatory manner by any person acting by virtue of any written law or in the performance of the functions of any public office or any public authority (Constitution of Botswana, 1966).
8	NARS Act of 1978 amended in 2007	Chapter 59: Part IV subsection 13 provides that subject to the provisions of subsections (1) and (2), the National Archives and Records Services shall be open to the public for the inspection of public archives during such hours as may be determined by the Director

Source: Field data, 2019

In pursuance of the same objective, intervieweeswere asked whether BNARS has a policy which regulates the provision of archivalreference services to PWDs and their responses seem to suggest that BNARS does not currently have any official policy document. The findings further indicate that the NARS Act of 1978 as amended in 2007 does not specifically address the issue of access to archives by PWDs. During the interviews with management at BNARS, respondent 1 indicated that "*the act is silent on issues of disability. Although the act talks about non-discrimination and equal access in archives, it does not specifically make reference to non-discrimination of PWDs in accessing archival services*".

 When probed further why BNARS policy was silent on PWDs, respondents 2 argued that: "*Because of national instruments like the constitution of Botswana which addresses issues pertinent to disability, which BNARS is obliged to follow*". Respondent1 further asserted that: "*The national constitution already covers that issue and also under Revised National Policy on Education, there is a provision which discourages discrimination of access to education by PWDs. As a state owned institution, we are also governed by the constitution of Botswana in our service provision*"

During interviews, respondents were asked to indicate if BNARS policy was aligned to the International standard concerning how PWDs should be treated without being discriminated and alltherespondents were categorical that it was not.

Based on the above findings, it can be concluded that, although there are a number of legal and regulatory frameworksfor the provision of archivalreference services to PWDs, such as the Constitution of Botswana, the NARS Act, and the other international declarations like Human Rights Charter for PWDs, they all do not seem to make explicit reference to provision of archival services to PWDs. Responses from interviews also revealed that BNARS does not have a policy and that they are currently using the NARS Act of 1978 as amended in 2007 as a policy. Another interesting finding that came out from the interviews was the fact that the NARS Act was silent on PWDs and the silence was attributed to the fact that the issue of PWDs was addressed under the constitution of Botswana and the Revised Policy on Education.

4.2.2ArchivalReference services provided by BNARS to PWDs

The second objective of the study sought to establish the type of archivalreference services provided by BNARS to PWDs. In order to address this objective, structured interview with management and staff of BNARS, personal observations of BNARS facilities and distribution of questionnaires to PWDs was done. The findings to these issues are presented under various sub-headings below:

4.2.2.1 Availability of archival referenceservices for PWDs

This section presents the research findings on the type of archivalreferenceservices provided by BNARS to PWDs. Responses from the interviews with management suggest that BNARS caters for PWDs through provision of Braille format on some selected records, audio visual, entrances which accommodates wheel chairs and elevators. During interviews, respondent 3 posited that:

"BNARS provides some archives in Braille format". Another respondent reported that: *"Audio visuals materials on oral history are available to all on equal terms, they can be accessible to people with visual impairments."*

Yet respondent 1was categorical in that BNARS provides services to PWDs arguing that:

"Ramps are available at the entrance to allow persons on wheel chairs to access the archives. Elevators are available at Gaborone headquarters and Francistown records center. These can

be used by people with wheel chairs as well since the search room in Francistown Records center is in the second floor however this elevator has been out of service since 2017"

"The car parking for BNARS Gaborone Headquarters is located close to the back entrance and it is marked for PWDs, which makes it easy to be identified."

As it can be seen from the above responses, the archival reference services provided by BNARS to PWDs are still limited to the provision of services that enable entrance into the buildings by PWDs. The above findings suggest that although BNARS seem to be making effort to include PWDs in its archival reference services, the services are still limited, for example there are limited materials in Braille format at BNARS Gaborone Headquarters branch and audio visual format. Not all branches have braille formatted materials.

4.2.2 .2 Availability of Physical Facilities for PWDs

This section sought to assess the availability of physical facilities at BNARS which cater for PWDs. These facilities are categorised as follows:

i)   **Physical structure**

Table4.2 below shows that out of the seven elements of the attribute of physical features, only four out of seven (57.1%) elements were observed to be available and the other three (42.8%) features were not available, such as linear and easy-to-read signs with pictograms, shelves reachable from a wheelchair, chairs with study armrests, unobstructed aisles between book cases, visible and audible fire alarm. However, it was also observed that BNARS made a significant effort of accommodating PWDs by installing staircases with rails as a way of ensuring support for PWDs when using the stairs. This is illustrated in Figure4:1 below:

Figure 4.1: Stair case with rails to support PWDs

Source: Field data, 2019

ii) Toilets (Bathrooms)

An aspect that the study sought to determine relates to the availability toilets for PWDs. The findings indicate that the toilets are relatively accommodative of PWDs.Three(50%) the respondents stated that toilet features were observed to be accommodative of PWDs, while3(50%) stated otherwise. Personal observations by the researcher revealed that at BNARS headquarters, although there are toilets designated for PWDs as illustrated in the figure4:2below, the toilets are only available upstairs, which means PWDs have to use elevators or stairs(when the elevator isnot working)each time they wished to visit the rest rooms. This also means that the PWDscannot access the restrooms when the elevators are out of order.

Figure 4.2: Toilet designated for PWDs

Source: Field data, 2019

iii) Reference Desk

In line with the same objective of ascertaining the measures (the type of archival reference services) in place to cater for PWDs, the researcher used a checklist adopted from International Federation of Library Associations and Institutions to observe the availablefacilitiesto PWDs at BNARS. The results of the observations show that only 2 out of 4 of the recommended features were observed to be accommodative of PWDs and the rest were not, such as adjustable desk, organised "queue system" in the waiting area and induction loop system for hearing impaired persons. Based on the findings above, it can be argued that the reference desk at BNARS seems to be partially accommodative of the PWDs.Figure 4.3 below shows the reading room at BNARS Headquarters in Gaborone.

Figure 4.3: Reading room at BNARS headquarters

Source:Field data, 2019

4.2.2.3 Media formats available for PWDs at BNARS

This study further sought to determine the types of media formats available at BNARSHeadquarters and the Record Centres at Kanye and Francistown. The findings show that three out of five recommended features (60%) were accommodative of the PWDs. Table 4.2 below shows that Braille books and audio-visual collections were available for some archives. On the other hand, talking books, talking newspapers, and talking periodicals, large print books were observed to be unavailable in the Archives. Moreover, those audio-visual material and braille formatted material were also limited. Based on the above findings, it can be argued that although BNARS seem to be putting efforts to accommodate PWDs, the amount of material in the format that can be easily accessed by PWDs is limited. These findings concur with the outcome from the questionnaire administered to PWDs which shows that the majority of respondents agreed that some archival reference documents were written in Braille format to cater for the visually impaired. This is demonstrated by the following responses: 5(62.5%) agreed whilst 3 (37.5%) disagreed. The difference in responses about the availability of braille formatted materials means that there is either a variation in archival records

amongthethreebranches under study or users may not havebeenaware of the existence ofmaterialsbraille format in BNARS selected records centres under study.

4.2.2.4 Availability of Computers for PWDs

The study also sought to determine the availability of computers for use by PWDs. As depicted in Figure 4.4below,thefindings indicate that out of the entire six recommended elements only one feature (20%) was available while the five features recommended elements such as designated computer workstations adapted for patrons in wheelchairs ,adaptive keyboards or keyboard overlays for users with motor impairments, designated computers equipped with screen reading programs, enlargement, and synthetic speech, designated computers equipped with spelling, and other instructional software suitable for persons with dyslexia were not available. Responses from questionnaires with PWDs confirmed the above observation as all respondents disagreed that the computers were adapted for use by the visually impaired.

Figure 4.4: Availability of adapted computers, designated places and staff offering appropriate assistanceto PWDs
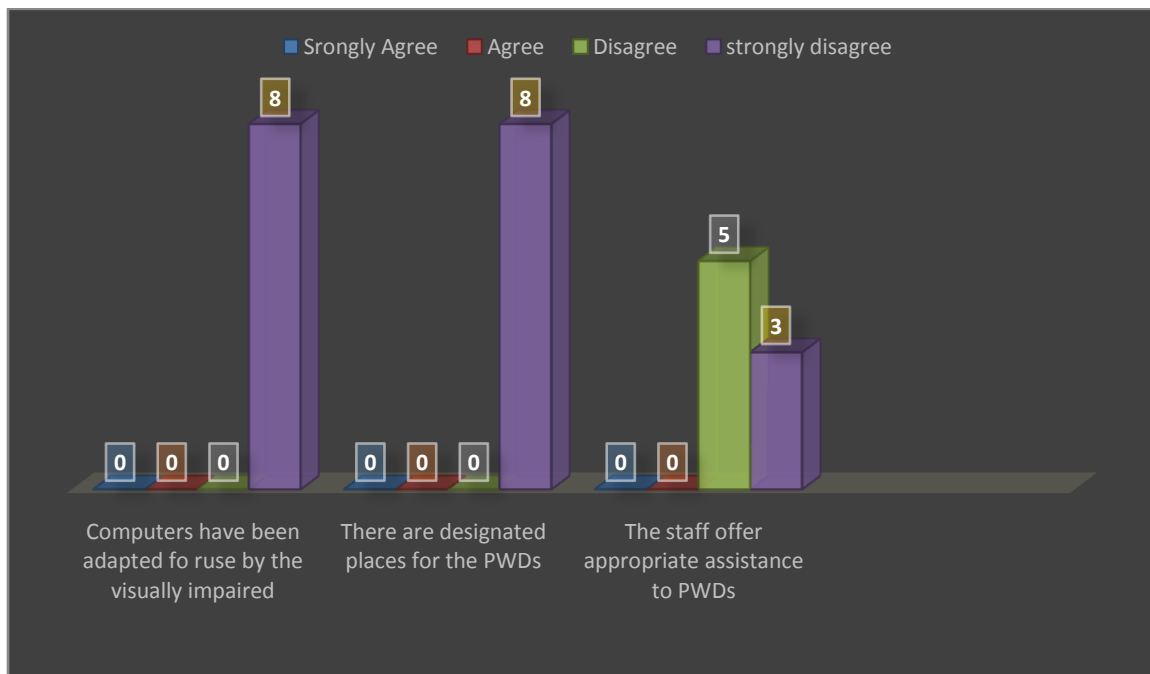
Source: Field data, 2019

The above findings suggest that BNARS and its record centresdo not cater for the needs of the PWDs. These findings also concur with the observation that was made of BNARS reference facilities.

4.2.2.5 Types of archival reference services provided by BNARS to PWDs.

In further pursuance of the second objective, the researcher sought to establish the types of archival reference services provided by BNARS to PWDs. A questionnaire with open ended and closed questions was administered to PWDs who visited the BNARS branches during data collection. The findings of the study revealed that:

(a) BNARS does not cater for the movements of the physically disabled. This is demonstrated by 100%of the respondents who disagreed that archives cater for movement of the physically disabled people as well as the needs of people with hearing impairments.

(b) More than half of the respondents were of the view that BNARS does not cater for people with visual impairments as demonstrated by the following responses 6 (75%) agreed whilst 3(25%) disagreed. This difference in opinion about the facilities might be due to differences in facilities between the three selected BNARS branches under study.

(c) All the respondents who responded to the above questions expressed the view that BNARS branches do not cater for PWDs. This is evident by 100% of the respondents who disagreed that BNARS caters for people with hearing impairments.

(d) The majority of people who responded to the questionnaire indicated that the toilets at BNARS were accommodative of PWDs. This is indicated by 100% responses from the respondents who all agreed that the National Archives have custom made toilets for PWDs, suggesting that the toilets in the archives were designed in the way that accommodates PWDs.

(e) The majority of the respondents disagreed that there is custom made signs for the PWDs. This is demonstrated by the following responses 3 (37.5%) strongly disagreed, 2 (25%) disagreed and 3 (37.5%) agreed. It must be noted that the difference in opinion among respondents may be a reflection of variation in terms of the signage required by people with different disabilities. These results are summarised in Figure 4.5below.

Figure 4.5: BNARS caters for persons with different disabilities
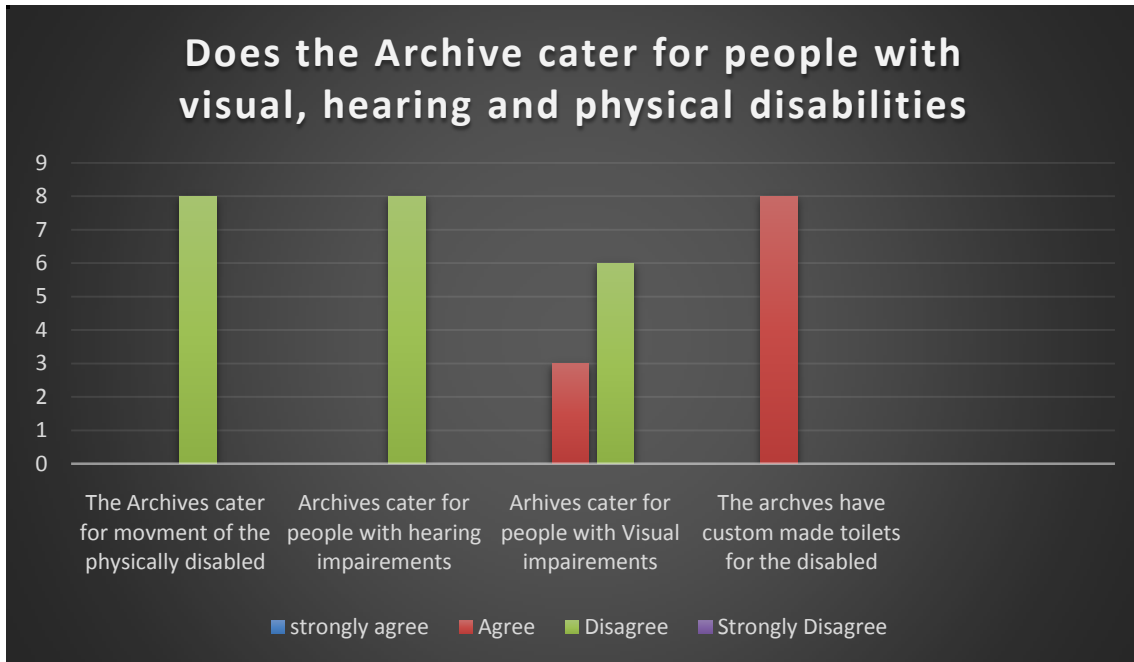
Source: Field data, 2019

When respondents were asked to determine the appropriateness of the services being offered by BNARS in terms of facilities, such as; whether staff is welcoming, whether the parking area was close to the entrance, whether there are custom made signs for PWDs and finally whether documents were written in Braille for the visually impaired, the results were as summarised in figure 4.6 below.

Figure 4.6: The staff is welcoming; the parking lot is near and there are custom made signs for PWDs.
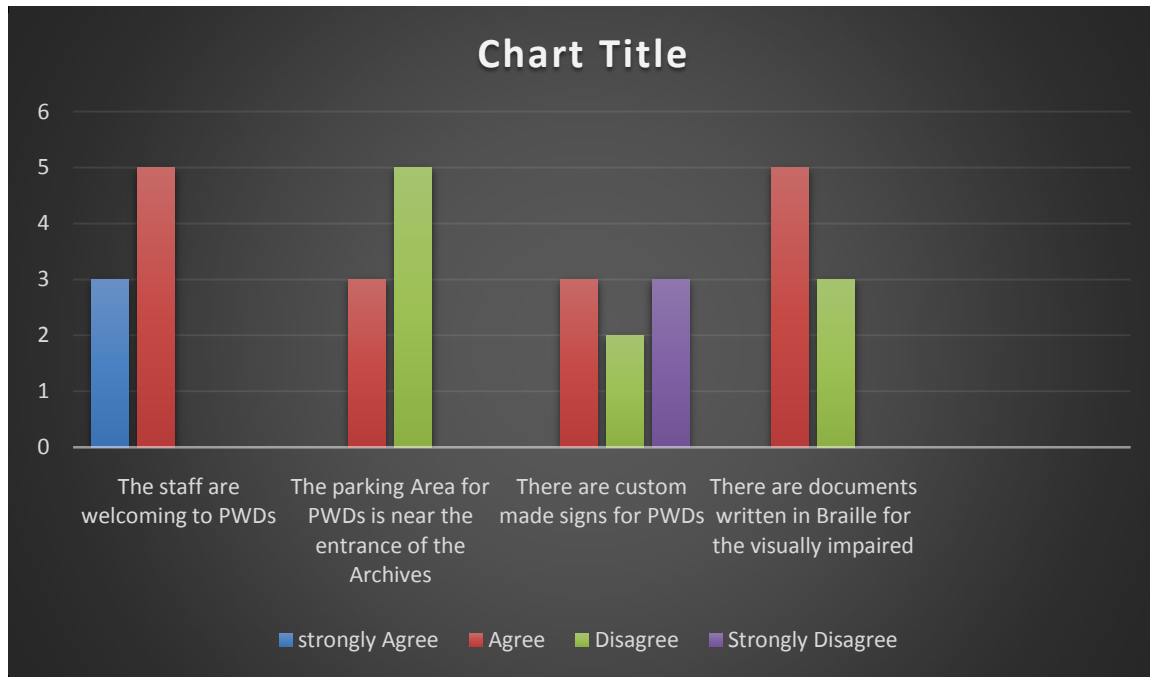
Source: Field data, 2019

i)   The staff are welcoming to PWDs

Figure 4.6 above shows that PWDswho responded to the above questionswereof the viewthat the staff at BNARS are welcoming to PWDs, though their level of agreement varied as demonstrated by the following responses; 5(62.5%) agreed and 3 (37.5%) strongly agreed. This may suggest that PWDs were generally satisfied with the reception that they are given by BNARS staff.

ii)   The parking area is near the entrance of the archives

Figure4.6 above also shows that more than half of thePWDsrespondents expressed the opinion that the parking area for PWDs was not near the entrance of the archives. This is demonstrated by the following responses: 5 (62.5%) of the respondents disagreed whilst 3(37.5%) of the respondents disagreed that the parking areas are close to the entrance of the archives. The variation of opinion could be perceptional or a reflection of differences in facilities between the

three BNARS branches of Gaborone, Francistown Records Centre and Kanye Records Centre under study.

iii)   There are custom made signs for the PWDs

Figure 4.6 also shows that 5PWDs (62.5%) disagreed and 3 (37.5%) strongly disagreed that staff offer appropriate assistance to PWDs. This could be an indication that staff at BNARS is not trained to assist PWDs.

iv)   There are designated places for the PWDs

Figure 4.6 above shows there are no designated places for PWDs at BNARS. This is demonstrated by 100% of the respondents who strongly agreed that there are no designated places for the PWDs within BNARS.

As can be seen from the findings from the different sources (Interviews with management, questionnaires withPWDs and observation of BNARS facilities), although BNARS has made some efforts to accommodate PWDs, there are a number of areas that are yet to be addressedsuch as customized computers, media format, the reference desk, signage and toilets as well as untrained staff to deal with the provision of archival reference services to PWDs. In other words, currently the archivalreference services being offered by BNARS does not seem to be addressing the needs of PWDs fully.

Physical inspection by the researcherusingIFLA Checklist revealed several features as shown in Table 4.2 below.

Table 4.2Physical Features at BNARS for PWDs

Attributes	Description	Yes	None
1. The physical space	Clear and easy-to-read signs with pictograms	Yes	
	Reading and computer tables of varying heights throughout the archives		None
	Chairs with study armrests	Yes	
	Unobstructed aisles between bookcases		None
	Visible and audible fire alarm		None
	Staff trained to assist PWDs in case of emergency		None
2. Rest Rooms	Clear signs with pictogram indicating the location of the toilets		None
	Door wide enough for a wheelchair to enter and sufficient space for a wheelchair to turn around	Yes	
	Room enough for a wheelchair to pull up next to the toilet seat		None
	Toilet with handles and flushing lever reachable for persons in wheelchairs	Yes	
	Alarm button reachable for persons in a wheelchairs		None
	Washbasin, mirror at the appropriate height	Yes	
3. Reference/ information desk	Adjustable desk	Yes	
	Organised "queue system" in the waiting area		None
	Chairs suitable for elderly and disabled patrons	Yes	

	Induction loop system for hearing impaired persons		None
4. Format	Talking books, talking newspapers, and talking periodicals		None
	Large print books		None
	Easy-to-read books	Yes	
	Braille books	Yes	
	Audio Visual Collections	Yes	
5. Computers	Designated computer workstations adapted for patrons in wheelchairs		None
	Adaptive keyboards or keyboard overlays for users with motor impairments		None
	Designated computers equipped with screen reading programs, enlargement, and synthetic speech		None
	Designated computers equipped with spelling, and other instructional software suitable for persons with dyslexia		None
	Staff capable of instructing customers in the use of computers	Yes	

Source: Field data, 2019.

Table 4.2 above shows that BNARS physical facilitiesarepartially accommodative of PWDS. This is demonstrated by findings from observations on different features of BNARS.

4.3 BNARS staff skills and knowledge for servicing PWDs

The third objective of the study sought to assess the skills and knowledge of the staff in the provision of archivalreferenceservicestoPWDs. In pursuance of that objective, interviews were conducted with the management of BNARS and questionnaires were administered to PWDs. The findings indicate that although the staffmanning the search room wastrained in the areas of archives and records management, none of them had undergone any training in dealing with PWDs. This was highlighted by respondent 5 whopointedoutthat PWDs rarely visit the archives and that they have no clue on how to help them. The same respondent went to state that:

> *"We do not know what to do when faced with any person with disability. Recently we conducted a user education survey and one of the participants had a hearing impairment, we didn't know how to assist him because we do not have the necessary skills in sign language".*

> *"As a result after the survey, he wrote on the evaluation form that he was not satisfied with the services provided by the records center as they did not cater for them".*

Based on the aboveobservation, it can be argued that BNARS staff did not have the skills and knowledge of how to assist PWDs, therefore it can be argued that, based on the above the staff has difficulty in meeting the needs of PWDs.

Responses to the question about the knowledge and skills that BNARS possess in providing services to PWDs, as illustrated in figure 4.1 show that respondents were of the opinion that the although BNARS staff were reported to be friendly and welcoming to PWDs, they did not possess the requisite skills and knowledge of how to assist PWDs. It is interesting to note that the findings from interviews with BNARS staff concur with the responses from PWDs who expressed the opinion that, although staff at BNARS is friendly and welcoming towards them, they do not seem to know how to offer appropriate services to PWDs.

As can be seen from the foregoing, there is general consensus between PWDs who responded to the questionnaire and the BNARS staff who participated in the study, that BNARS staff does not have the skills and knowledge of assisting PWDS.

4.4 Barriers affecting BNARS ability to provide archival reference services to PWDs

The fourth objective of the study sought to determine the barriers that hinder access and use of archival reference services by PWDs at BNARS. In pursuance of this objective, the researcher used different tools such as the interviews withBNARSmanagement, questionnaires with PWDs, IFLA observation checklist for ideal physical space for PWDs in libraries to collect data that addresses this objective.

Interviews with management on the barriers that impact BNARS ability to provide archives reference services to PWDs suggest that the challenges range from lack of financial resources, lack of trained human resources, gaps in policy and legislation that govern the operations of the BNARS as well as shortage of facilities to space. Respondent 1 and 4 from senior management at BNARS identified the following as constituting the major challenges;

i) *"Lack of financial resources to supply all the necessary resources to meet the needs of PWDs"*
ii) *"Lack of trained staff in areas of special needs to assist PWDs"*
iii) *"Inadequate policy that addresses needs of PWDs"*
iv) *"Shortage of facilities and infrastructure that can be used by PWDs at BNARS"*
v) *"Insufficient space in the search room to accommodate people in wheel chairs".*

4.4.1 Challenges faced by PWDs when seeking archival reference services at BNARS

The study also sought to determine the challenges PWDs faced when seeking to obtain archivalreferenceservices at BNARS branchesand its branches. PWDs identified the following challenges:

i) *"Some records are not accessible because they are not in a format that can be used by us (PWDs) i.e. Braille"*
ii) *"The space in the search room is small and cannot accommodate many persons in wheel chairs"*
iii) *"No brailed signs to direct people with visual impairment"*
iv) *"Although staff are friendly, they do not seem to know how to assist PWDs"*
v) *"We don't normally get the help that we need because the staff need training on how to assist us"*

71

vi)   *"Computers are not available for clients"*
vii)   *"Search room space is small to accommodate wheel chairs"*
viii)   *"We feel the way furniture is arranged in the search room is kind of discriminatory because it hardly accommodates wheel chairs"*
ix)   *"The staff are not trained to deal with people with different disabilities"*
x)   *"There is shortage of furniture, materials and enough space within the search room to accommodate a wheel chair"*
xi)   *"Most of the material in the archives does not cater for us, we feel discriminated against, moreover the staff seems to sympathise with us but we don't need sympathy, but just need appropriate services to meet our needs"*
xii)   *"The search room in Francistown is in the first floor and as a wheel chair user; I cannot access the search room because the elevator has not been working the past two years".*

The above findings suggest that BNARS faces a number of challenges in providing archival reference services to PWDs.These findings also concur with those from interviews with management and the observations made according to the IFLA checklist.

4.5 Improvements Required at BNARS

Finally, the fifth objective sought to determine areas for the improvement that BNARS requires in order to enhance the archival reference services to meet the needs of PWDS. In line with the above objective, the researcher asked the following questions. In your opinion, what do you suggest can be done to eliminate the barriers suggested? Respondents to the above the question, suggested a number of possible solutions including the need for BNARS to redesign facilities, modify or change policies, train staff, and benchmark with other countries. Respondents 3, 7.8 and 9 from BNARS staff suggested the following measures in order to enhance the archival reference services to PWDs:

"Redesign facilities to meet the required standards to accommodate PWDs"

"Modify or change the policies to include issues of disability"

"Train staff by conducting regular workshops and seminars to make them ready to serve PWDs"

"Benchmark with other countries, to learn to make BNARS more inclusive to PWDs"

In order to get a balanced view on the above objective, the researcher asked PWDs as the recipients of the services their opinion about what should be doneto address the challenges they face in accessing BNARS' archival reference services. PWDs proposed the following measures:

(1) The need to train staff on how to handle PWDs

i) Adequate space to accommodate the PWDs,

ii) The need to include the PWDs in management boards,

iii) Proper signage,

iv) Re-designing the buildings,

v) Formatting records to cater for the PWDs, arranging the records in a way that make it easy for PWDs to access it.

As indicated in section 4.3, the findings have shown that BNARS staff lack training on how to offer archival reference services to PWDs. Hence PWDssuggested to have BNARS staff trained on how to provide appropriate archival reference services. Respondent 15 who hasdisabilitysuggested that BNARS should: *"Provide proper training to the staff to deal with a variety of people with disabilities to meet their needs and ensure that material is repackaged to accommodate the visually impaired."* The same respondent went to say that: *"Moreover, staff members should be trained on how to help people with special needs like some basic sign language to able to help people with different disabilities".*

(2) The need for custom designed furniture to accommodate PWDs

As indicated in section 4.2 about the physical facilities offered by BNARS to PWDs, the findings indicated that the furniture at BNARS was not accommodative to PWDs. Respondent 5, 6, 8 and 9proposed that: *"The furniture should be custom designed to accommodate the physically disabled and the visually impaired and the material should be customized to accommodate the visually impaired. The same respondents further stated "Signage in the archives should accommodate PWDs and staff must be trained to help PWDs, the materials and the furniture should be universally accommodative to everyone without discrimination".*

(3) Involvement of PWDs in management boards

On the issue of representation on management boards, some of the comments from the respondents 14, 15 and 16 read:

> *"Conduct regular needs assessment involving the disabled in order to get firsthand information"*
> *"The management board of BNARS should include a representative from PWDs so that when decisions are made from the top, PWDs will not be side-lined"*
> *"Provide more resources that are relevant to the disabled"*
> *"Management must also demonstrate the willingness to accommodate PWDs in terms of resource allocation, now it has been two years and the Francistown elevator has not been repaired, and how are we supposed to access the search room".*

(4) Arrangement of records and the layout of the building

As regards to the arrangement of records and the physical layout, respondents 12 and 13 suggestedthat:

> *"Records should be arranged in such a way that makes it easy for PWDs to navigate and access them".*
> *"Redesign the buildings to make them more accommodative to PWDs"*
> *"The reading room should be on the ground floor to avoid inconvenience when the elevator is out of service because as we speak it has been two years since the elevator broke down and PWDs like me can't access the search room"*

4.6 Summary

This chapter presented the findings of the study on the provision of archivalreferenceservices to PWDsat Botswana National Archives and Records Services. The findings revealed that BNARS operates under the legislative framework of NARS Act of 1978 as amended in 2007 which clearly discourages any form of discrimination in any way to the access archival materials held in BNARS. The chapter also revealed thatBNARS offers various types of some archival

reference materials in Braille and audio-visual format that is used by PWDs and the entrance to the archives has ramps to accommodatepeople with physical disability. In terms of the skills and knowledge of the staff in the provision of archivalreference services topeople with disability, it was revealed that the staff does not seem to have received any form of training on how to handle PWDs. A number of challenges were reported that hinder BNARS from providing effective archivalreferenceservicestoPWDs, which include inappropriate media format of the records, lack of customised computers and appropriate software, lack of custom designed furniture and lack of trained staff. Finally, the chapter also presented recommendationsidentifiedforimprovementbyBNARS aimed at assisting in the provision of appropriate archival referenceservices to PWDs. The Chapter that follows discusses and interprets the findings of the study.

CHAPTER 5: DISCUSSION AND INTERPRETATION OFTHEFINDINGS

5.0 Introduction

This chapter discusses the research findings by comparing and relating them to existing literature on access to archival reference services by PWDs at BNARS and elsewhere. Data interpretation, according to Kothari (2004:344) can be defined as the device through which factors, which seem to explain what has been observed by the researcher in the course of the study, can be better understood and it also provides a theoretical conception which can serve as a guide for further researches. Neuman (2006: 473)pointed out that the discussion chapter should be separated from the results, so that readers can examine the data and arrive at their own conclusions.According to Ritchie (2003:5), data interpretation in qualitative research must be based on methods of analysis and explanation building which reflect the complexity, detail and context of the data and also identifies emergent categories and theories from the data rather than imposing a priori categories and ideas. In discussing the major findings of the study, the chapterwasguided by the following objectives;

> 1. Determine the legislative, regulatory and policy frameworks for the provision of archivalreference services to PWDs at BNARS.
> 2. Investigate the types of archivalreference services provided by BNARS to PWDs
> 3. Assess the skills and knowledge of the staff in the provision of archivalreference services to PWDs;
> 4. Identify the challenges that hinder BNARS in the provision of archival reference services to PWDs; and
> 5. Suggest recommendations aimed at improving BNARS in the provision of archival referenceservices to PWDs.

5.1. Legislative, regulatory and policy framework for the provision of archival services to PWDs at BNARS

KavisheandIsibika (2018:1) in their paper "Provision of Library Services for Users in Wheelchairs" unequivocally highlighted that "access to information is one of fundamental human rights which is incorporated in the freedom of expressions in the United Nations Universal Declaration of Human Rights (UNDHR)". Furthermore, the UNESCO Dakar

Declaration of 2005, admonished member states to uphold this principle by offering ; anal-inclusive legal guarantees and recognizing the right to access information held by all public bodies (UNESCO, 2005). Thus, stressing the importance of upholding the principle of human right and individual freedoms by providing services which do not discriminate against people with disabilities. Moreover, as the custodian of the national heritage, NationalArchives are expected to provide non-discriminatoryreferenceservices to every user regardless of their race, colour, nationality, age, region or physical disabilities. Similarly,section 12(1) of NARS Act of 1978 (as amended in 2007) clearly states that, in Botswana, BNARS is mandated to acquire, preserve and make accessible to the public, the nations documentary heritage archives (BNARS, 2017: 07). It is against this background that the first objective of study sought to assess the legislative, regulatory and policy framework for the provision of archival services to PWDs at BNARS.

The findings have shown that BNARS is a legal entity whose archival reference services and operations are governed by the provisions of NARS Act of 1978 as amended in 2007, which discourages any form of discrimination of access to archival collection held in any public archives in Botswana. According to the provisions of the NARS Act, access to archival collections is supposed to be on equal basis unless the collections are less than 20 years old or have been subjected to extended closure beyondthe20yearsclosureperiod by the Minister responsible for the Archives.

Contrary to the provisions of the above cited Acts, the findings have revealed that although the Act discourages against discrimination, it does not mention anything about making provisions to address the needs of PWDsin accessing archival referenceservices, which makes it more of a rhetoric statement than a legally binding statement. In other words, there seem to be neither political will nor legal obligation to put in place mechanisms that will enforce or support the provisions of that Act (non-discrimination of PWDS). Thus, in some way, the law contradicts itself by failing to address how PWDs can be catered for in the provision of archivalreference services, which may be considered as some form of discrimination against PWDs and infringement of their rights and fundamental freedoms to access information without discrimination.

Secondly, although the Constitution of Botswana discourages any form of discrimination against PWDs, it does not seem to explicitly make reference to the rights of PWDs to access archivalreference services. Just like NARS Act, the Constitution of Botswana does not seem to clearly articulate the provisions that should be made in terms of facilities and services to ensure that PWDs are not discriminated from accessing archivalreference services.

Thirdly, it also came out from the study that BNARS is also a member of the International Council on Archives- ICA (BNARS, 2017). The primary mandate of ICA is to facilitate the use of archives by making them widely known, making reproductions more readily available, and encouraging greater freedom of access (Born, 2007). As such BNARS is obliged to abide by ICA Principles on Access to Archives in 2012 which amongst others is to provide archives on equal terms of access and to ensure that operational constraints of the archival institutions do not prevent access to archives. BNARS provides archival reference service through the search rooms at its three branches under study. These services are free to educational institutions and the general public (BNARS, 2017:14).

Lastly, it also came out fromthe review of various legal and policy documents that in addition to the NARS Act and the Constitution of Botswana, there are other international instruments thathave been adopted by the United Nations General Assembly. These instruments include the Universal Declaration of Right of the Disabled Persons of 1975, the World Programme of Action concerning Disabled Persons (UN,1982), The standard Rules of equalization of opportunities for persons with disabilities (UN,1993) and the United Nations Convention on Rights of Persons with Disabilities (CRPD) of 2006 (Phukubje and Ngoepe, 2017).Although not legally binding,these instrumentssymbolise the moral and political will of nations to take measures to protect persons with disabilities and Botswana is a signatory to most of these instruments. This means every institution in Botswana is obliged to abide by the provisions of those instruments, suggesting that BNARS is expected to put in place measures that eliminatedisability-based discrimination in archival reference service provision.

Based on the above findings of the study regarding the first objective, it can be arguedthat although the NARS Act addresses the issue of equality in accessing archival records, it does not specifically address the equality of access to archives and records by the PWDs. This was also confirmed by the responses from interviews with management who admitted that BNARS Act

was silent on provision of non-discriminatoryreference services to PWDs. They reasoned that the aspect of non-discrimination of PWDs was addressed by the Constitution of Botswana. It also came out that although the Constitution of Botswana discourages any form of discrimination, it does not make specific reference to PWDs in the context of archival reference services. The existence of a gap in the legal and policy framework which explicitly addresses the issue of access to archival reference services by PWDs, indirectly leads to some form of discrimination. This may suggest that the legal system in Botswana could beunwillingly fuelling discrimination against PWDs to a certain extent as it does not make provisions to put in place mechanisms that will enforce the rights and fundamental freedoms of PWDs.

It is interesting to note that these findings are consistent with observation made elsewhere inAfrican Archives and Information resource centre as highlighted by Kavishe and Isibika (2018) who posit that,despite the fact that right of access to information is a fundamental right to any human being including those with disabilities, most library buildings in Africa are not accessible to PWDS. The fact that there seem to be no strong legal or policy provisions to facilitate elimination of discrimination based on disabilities in archival reference services has been lamented by several authors (Omotoye, 2018; Anambo, 2007). In this context it can be observed that making declarations without making provisions to ensure that those declarations or law are enforced does not seem to work as PWDs appear to still feel they are discriminated at so many levels.

5.2 The type of archival services provided by BNARS to PWDs

The second objective of the study was to explore the types of archival services provided by BNARS to PWDs. The findings show that BNARS cater for the information needs of PWDS to a certain extend through provision of some archives in braille format, audio visual materials on selected subjects, the provision of rumps for the physically disabled and the provision of elevators for use by people on wheel chairs. However, according to the provisions of article 3 of United Nations Convention on the Rights of Persons with Disabilities which advocates for accessibility of information to PWDs, the type of services offered by BNARS partially inclusive to the needs of PWDs.

It was also found through observations of BNARS facilities, based on the checklist adopted from IFLA that, although BNARS is making effort to accommodate the PWDs they are not yet fully catering for their needs. This is demonstrated by the scores allocated to them which show that physical facility scored 16%, Toilet facility scored 40%, media format scored 40%, reference desk scored 25%, and computers scored zero. These findings are similar to the observation byMajinge and Stilwell, (2014) that most archives and libraries seem to have been designed without even considering the needs of PWDs, hence structural wise, media format and service wise most archives are not friendly to PWDS. This explains the low scores in most of the features according to the observation checklist. It was found that although BNARS has put some considerable effort in having a toilet which is accommodative of PWDs, however, the location of the restrooms/toilets, which is upstairs, was a barrier because it means PWDs who are supposed to use that facility has to go upstairs of which in the event of a malfunctioning elevator, they cannot access the toilets.

It is interesting to note that the findings from observation also concur with the responses to the questionnaire by PWDs. Firstly, there seem to be a consensus that the restroom/ toilet facilities although BNARS has put effort in ensuring that PWDS have access does to a great extend cater for the needs of PWDs, secondly the availability of braille materials and audio-visuals heritage. Thirdly, observation of BNARS physical facility revealed that although the outcome from the interviews with management suggests that BNARS was catering for PWDs in their service provision, theextent of service is limited according to the checklist. In addition, PWDs expressed the opinion that their needs are not adequately being catered in the provision of archival services.

Failure to cater for PWDs is contrary to the mandate that archives as the custodian of the national heritage, are supposed to fulfill by providing access to archival records to all users without any form of discrimination. In addition, failure to address the needs of the PWDs contravenes a number of ICA principles on access to archives such as principle No. 5which advocates for archives to be available on equal terms of access as well as principle no. 8 which states that institutions holding archives should ensure that operational constraints do not prevent access to archives. Thus,archives are expected to have facilities which support PWDs to navigate and access archival records. This was highlighted by Majinge (2014) who argued that libraries should ensure that their collection is accessible to all users by creating a user-friendly

environment. They further highlighted that the environment of the library such as the entrance, restrooms, elevators and special rooms should be accessible for persons with different kinds of disabilities. In addition, Irvall and Nielsen (2005)positedthat the facility should not limit PWDs from reaching all places and should enable them to easily retrieve resources from the shelves. In concurrence to the above, several studies confirm that PWDs have been sidelined in the provision of information services especially the archives and the libraries. It was observed that most archives and libraries seem to have been designed without even considering the needs of PWDs, hence structural wise, most archives were observed to be unfriendly to PWDS.

5. 3 BNARS staff skills and knowledge BNARS for servicing PWDs

The third objective of the study sought to determine the skills and knowledge that BNARS staff have in the provision of services to PWDs, findings from the study shows that BNARS staff do not seem to possess any knowledge and skills of how to service PWDs. Yet, one of the principles underthe International Council on Archives (2012) on access to Archives states that archivists should provide users with just, fair and timely access to archives without discrimination. Thus, the importance of skills and knowledge among staff members, in the provision of archives and records services to PWDs can never be over-emphasized. Moreover, it is the staff members who interact with PWDs and who are responsible for implementing and enforcing any policy on equal access and nondiscrimination. It follows therefore that, if those people do not have the requisite skills and knowledge to help PWDs, the effort to eliminate discrimination and promote equal access will be defeated. This is further stressed by Irvall and Nielsen (2005:11) who argue that"library staff should keep in mind that persons with disabilities have to overcome, not only physical obstacles, but also psychological barriers to come to the library and communicate their needs". Thus, it calls for people with a certain sensitivity that can only be displayed by people who would have undergone training to understand how to help PWDs. Greene (2010) also added his voice to this by emphasizing the need for training all archives staff to equip them with requisite skills that will enable them to offer appropriate services to people with different disabilities.

The findings also show that, although BNARS staff had received training in archives and records management and that they were reported to be friendly to PWDs, they still lacked the requisite

skills and knowledge on how to cater for the special needs of PWDs. In other words, though equally important, being a trained archivist who is friendly to PWDs, it is not good enough in providing equal access to archival reference services to PWDs, as the nature of the needs of PWDs require someone who understand them and know how to help them. This was also confirmed by the findings from the interview with some of BNARS staff which revealed that they recently had a user with hearing impairments and they were clueless on how to assist him after which patron expressed their dissatisfaction with the service.

The question that comes to mind at this juncture is, does BNARS staff have the knowledge and skills to provide archival reference servicestoPWDs?The answer is, no, to a great extent. The fact that archive staff have been trained in managing records and that they are welcoming to PWDs is a good start, however, training in assisting PWDs is equally important. This is typical evidence highlighting the importance of equipping staff with requisite skills that enable them to service PWDs. No matter how equipped the facility can be, no matter the legal or policy framework as long as the staff is not skilled and knowledgeable, PWDs will still be unable to access archival services. This is highlighted by Ngulube, SibandaandMakoni (2013) who argue that access is an important element of the archival administration equation.

5. 4 Barriers hindering access and use of archives by PWDs at BNARS

The third objective sought to determine the barriers that hinder access and use of archives by PWDs at BNARS. These factors include lack of trained staff to handle PWDs, lack of physical space to accommodate wheel chairs, inappropriate media format that caters for special needs of PWDs and lack of customised computers that can be used by PWDs as well as furniture which does not accommodate the special needs of PWDs. In addition, the findings also revealedthe lack of an approved access policy document that speaks to the needs of PWDs as well as lack of adequate financial resources to enable modification of the facility.These findings are echoed by KavisheandIsibika (2018), who observed that PWDs are faced with a number of barriers that limit them from being included in social activities such as environmental, physical, legal and institutional as well as negative attitudes, which has proved to be difficult to overcome. This is also confirmed by the outcomes from a study conducted by Mnjama (2008)at Kenya National Archives which highlighted that some of the major factors hindering access to records and

archives in Kenya are that the search room is only available at the Kenya National Archives headquarters in Nairobi. A study by MurambiwaandNgulube (2011) in Zimbabwe echoed the same sentiments that centralized archives limit access to archival reference services as people have to travel long distances to access them.

Yet the the IFLA observation checklist indicates that an ideal and conducive physical space for PWDS in libraries and information centres should have clear and easy-to-read signs with pictograms, shelves reachable from a wheelchair, reading and computer tables of varying heights throughout the archives and staff trained to assist patrons in case of emergency (Irvall & Nielsen, 2005). In addition, the Information and Accessibility model articulates that the physical environment, such as infrastructure, equipment and the physical space are cited to be significant barriers in preventing PWDs to fully participate in the economic, social and political life.

These findings are consistent with the challenges that PWDs have been facing since time immemorial, and it is these challenges that have been hindering them from exercising their constitutional rights and freedoms. Probably this phenomenon can be explained by a model developed by activists in the Union of the Physically Impaired Against Segregation (UPIAS) in 1970 , which was developed as a reaction against society's attitude towards PWDs, which made them feel marginalised and discouraged (Carson, 2009:3). This model views disability as a consequence of the environmental, social and attitudinal impediments that slow down PWDs from maximizing their potential (Donald &Lang, 2007). In Hodkinson and Vickerman (2009) opined that this model represented a shift from focusing on identifying people with disabilities to identifying and eliminating societal barriers that hinder their full participation in everyday life. As such findings from the study seem to concur with the above model as results from the study seem to suggest that in archival and records service space, there are many barriers that hinder PWDs from accessing and usingarchival reference services at BNARS. Thisis also contrary to the ICA principles on access to archives which aim at offering access to archiveswithout discrimination as well ensuring that institutionaloperationalconstraints do not prevent access to archives. It can therefore be argued that the physical outlook of the place that houses the archives, lack of policy and legal instruments which explicitly address PWDs in archives, financialconstraints, and inappropriate media format is denying PWDs their right of access archival institutions.

The fourth objective sought to propose possible solutions in addressingthechallenges faced by PWDs in acsesing archival records. This objective is addressed under the recommendations in the next chapter.

5.5. Summary

This chapter discussed the major findings of the study, and related them to the reviewed literature. The following chapter concludes and makes recommendations of the study based on the findings of the study.

CHAPTER 6: SUMMARY FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

6.0 Introduction

This chapter provides a summary of the findings, the conclusions and recommendations of study. Saunders, Lewis and Thornhill (2012:538)asserted that the major reason for including a chapter on conclusions is to answer the research questions, meeting the research objectives and making the recommendations arising from the practical applications of the study. Therefore, this chapter presents the overall summaries of the study based on each of the objectives. Secondly the chapter provides the conclusions arising out of the findings. Finally, the chapter presents the recommendations aimed improving services offered to PWDs at BNARS

. The objectives of the study were:

1. Determine the legislative, regulatory and policy frameworks for the provision of archival reference services to PWDs at BNARS.
2. Investigate the types of archival reference services provided by BNARS to PWDs
3. Assess the skills and knowledge of the staff in the provision of archival reference services to PWDs;
4. Identify the challenges that hinder BNARS in the provision of archival reference services to PWDs; and
5. Suggest recommendations aimed at improving BNARS in the provision of archival reference services to PWDs.

6.1 Summary of the study

This section below provides a summary of the findings to each of the objectives of the study.

6.1.1The first objective of the study was to determine the legislative, regulatory and policy frameworks for the provision of archival reference services to PWDs at BNARS. The key findings to this issue were that:

(i) Although there are several legal instruments at both local and international level such as the Constitution of Botswana, the NARS Act, and theUniversal Declaration of Human Rights which

address the equal treatment of PWDs, they do not seem to explicitly address how the archival reference services can be more accommodative of the PWDs.

(ii) BNARS does not have an access policy on disabilityandthat the current policy does not seem to be accommodative of the special needs of PWDs.

6.1.2 The second objective of the studysoughttoexplore the types of archival reference services provided by BNARS to PWDs.

 The major findings revealed following:

(i)   Although BNARS is making considerable effort to offer archival reference services that are accommodative of PWDs as demonstrated by their offering some of its material in braille andaudio-visual format, however, the number of material on that format is still limited and cannot accommodate people with different disabilities.

(ii)   Although BNARS has made provisions for people with physical disabilities through the ramps, wide entrances to accommodate wheel chairs, and the elevators, the facilities are not fully compliant to the IFLA checklist and the ICA principles.

6.1.3 The third objective of the study soughtto assess the skills and knowledge of the staff in the provision of archival reference services to people with disabilities.

The major findings revealed that:

(i)   BNARS staff lacks knowledge and skills of how to provide archivalreferenceservices to PWDs, although they are trained in their respective professions as records managers and archivists.

(ii)   BNARS is not compliant with a number of ICA principles, which advocate that access to archives should not be prevented on basis of operational constraints.

6.1. 4 Thefourth objective of the study soughttoestablishthe barriers that hinder BNARS in the provision of archives reference services to PWDs.

The major findings werethat there are a number of barriers ranging fromthe physical layout of the building, the furniture, equipment, media format, computers and untrained staff, PWDs hindering them from fully accessing archival services at BNARS.

6.1.5Challenges revealed by the study were that:

Although the study revealed that there is a need for all public buildings to be accessible to all people with disabilities,the modification of public buildings in Botswana including the National Archives building, will take time because of limited resources. The process of modifying public buildings will be slow because apart from the money required to make these changes, there is also a phase where technical feasibility surveys are made in order to give guidance on what, when and how modifications should be done. Therefore, it's not only costly but takes time.

6.1.6 The firth objective of the study sought to suggest recommendations aimed at assisting BNARS in the provision of appropriate archival reference services to PWDs.

Thestudy identified a number of challenges and among others includes; lack of appropriately trained staffthat are able to service PWDs, lack of suitable reference materials for PWDs, lack of appropriate physical infrastructure and lack assistive technology.

6.2 Conclusions of the study

Based on the objectives of the study, the following areconclusions about archival reference services provided to PWDs by BNARS and its branches.

6.2.1 Legal, regulatory and policyframework

 Based on the findings of the study, it can be concluded that although there are a number of legislative, regulatory and policy frameworks for the provision of archival reference services to PWDs at BNARS, the instruments failed to comprehensively address how the archival reference services can be more accommodative of the PWDS. Based on the outcome from the review of legislative and policy documents, it can also be concludedthat, the instruments did not make a provisions probably through a law that enforces the issue of non-discrimination of PWDs and make it a legal requirement for public offices like BNARS to be accommodative of PWDs through the physical outlook of the archives, the format of the material, the furniture and the

trained staff. Moreover, in view of the outcome that BNARS does not have anaccess policy on disability, it can therefore be concluded that, BNARS does not show much concern about PWDs as evidenced by lack of a policy framework, which is supposed to inform how they service that constituent of their users.

6.2.2 Types of archival reference services provided by BNARS to PWDs

Based on the findings concerning the types of archival reference services provided by BNARS to PWDs, it can be concluded, that although BNARS is to a certain extent, putting effort to offer archival referenceservices that are accommodative of PWDs as demonstrated by their offering some archival record in braille and audio visual format, they still have a long way to go to address the inequalities in the services provided. In terms of the physical facilities and the furniture of the archives, it can be concluded that although provisions for people with physical abilities have been made, through the ramps, wide entrances to accommodate wheel chairs, and the elevators, the facilities are not yet fully compliant to the IFLA checklist and the ICA principles on Access to Archives. A reference desk is to be designed in a way which allows wheelchairs to approach the attendant at eye level at some portion of the desk. This is demonstrated by the fact that some elevators are reported to be out of order and yet the reading rooms are upstairs where people with wheelchairs cannot access and some parking lots are said to be too far from the entrance, moreover there was no single computer customised for use by PWDs.The ICA Principles on Access to Archives posit that archives must ensure equal access to their holdings and should not let operational constraints to hinder anyone from access and using archival records. In a nutshell, it can be concluded that the services offered at BNARS are not fully accommodative of PWDs.

6.2.3 BNARS staff skills and knowledge for servicing PWDs

With regard to skills and knowledge by BNARS staff on how to serve PWDs, it can be concluded that, although the National Archive staff is trained in their respective professions, they lack knowledge and skills of how to provide archival reference services to PWDs. This was echoed by Ngulube, Sibanda and Makoni (2013) who highlighted people who implement access programmes must understand why providing access is an important element of the archival administration equation.It can also be concluded that although being courteous to people with

disability is good and commendable, however, it is not enough to address the needs of PWDs, as demonstrated by users who expressed dissatisfaction with the service because the staff did not have the requisite skills to assist them.

Based on the above findings, the study concludesthat, the National Archive staff is not equipped to fully assist PWDs, andthat BNARS is not in compliance with a number of ICA principles, such as Principle No. 8 which states that, institutions holding archives should ensure that operational constraints do not prevent access to archives and Principles No.5, which prescribes that archives should be made available on equal and fair terms.

6.2.4 The Barriers experienced in accessing archival reference services

The findings of the study revealed a number of barriers ranging from physical layout of the building, the furniture, equipment, media format, computers and untrained staff. It can be concluded that the PWDs are experiencing challenges which are hindering them from fully accessing archival services being offered at BNARS. Based on these results, the study concludes that these identified barriers are discriminating PWDs from accessing and using archival reference services, which contravenes their constitutional right and other human rights and freedoms which provides that a person must not be discriminated against based on their disabilities. In addition, it can also be concluded that BNARS is also flouting a couple of ICA principles which discourage any form of discriminationduetooperational constraints.

6.3 Recommendations

Recommendations are meant to address specific gaps identified through the findings of the study. Based on the findings, this study makes the following recommendations which are aimed at addressingspecific shortcomings that have been identified in this study.

6.3.1 Legislative, regulatory and policy framework for PWDs

As stated in the summary findings, the Constitution of Botswana and the NARS Act do not explicitly address the provision of archivalreference services to people with disabilities, hence the studyrecommended that:

(i)   Policy makers and the relevant offices lobby the government to institute an Act or clause which explicitly addresses the discrimination of PWDs at the National Archives andin all public libraries in Botswana.

(ii)   The government, through various legal, regulatory and policy frameworks, should make it mandatory for public offices like the National Archives, to accommodate PWDs right from the design of the building through to the media format and the training of staff on how to help PWDs.

(iii)   PWDsshould be involved in the development of policies and laws concerning their special needs. This can be done through partnership with Botswana Federation of the Disabled (BOFOD), Botswana Council for the Disabled and the Office for People with disability (CPWD) whose major mandate is to influence and evaluate for the empowerment of PWDs.

(iv)   BNARS with the support of the Office of people with disabilities located in the Office of the President and other stakeholders should lobby for the amendment of the NARS Act to make reference to PWDs.

(v)   BNARS shouldprioritise the formulation ofapolicy specially aiming at the needs of PWDs using archival reference services at BNARS Headquarters in Gaborone and at the recordscentres at Kanye and Francistown.

6.3.2 Types of archival reference services provided by BNARS to PWDs

The findings concerning thetype of archivalreference services provided by BNARS to PWDs haveshownthatalthough BNARS has put some efforts in providing equal access to archival reference services to PWDs, there are still a good number of areas that require attention. In order to address these shortcomings, the study recommendsthat:

(i) Firstly, BNARS need to ensure thatthebuildings housing archives are easily accessible by PWDs, interms of the physical layout and transport. This is highlighted by IFLA and UNICEFwhichstatethat, archives should be designed to meet and deal with a variety of disabilities that may involve restricted abilities for walking, seeing, hearing, speaking, and physical coordination. Based on the same argument, the studyrecommends that

BNARS should put effort in creating a physical environment which does not discriminate against people with disabilities

(ii) Secondly, the layout of the ArchivesReading Room should be easy to access by PWDs and thatreading rooms should be designed in a way which allow for sufficient space for wheelchair users, a person using crutches or a person relying on a disability aide. The rooms must be wellpositioned to receive natural light, and appropriate acoustics should always be considered. The entrance should be wide enough to accommodate theuse for wheelchair or other mobility aide users at least 32 inches wide (Serene 2008)

(iii) Thirdly, the archives must be accommodative of PWDs throughthe provision of archival material in relevant media formats as suggested by the IFLA guideline which state that provisions to be made for talking books, talking newspapers, and talking periodicals, large print books, easy-to-read books, braille books, video/DVD books with subtitles and/or sign language, E-books, tactile picture books (Irvall and Nielsen, 2005).

(iv) Fourthly,furnituresuch asshelves, reference desks, and chairs should be user friendly to PWDS. UNICEF highlights that all fixtures and fittings should be appropriately designed and correctly positioned to accommodate PWDs.

(v) Fifthly,BNARS should ensurethatthose facilities and equipment like bathrooms / toilets, elevators, reading rooms, computers are customised to meet the needs of PWDs. The rooms must be adequately lit with well-designed staircases, ramps and lift/elevators should be provided with suitable handrails. Staircases should facilitate safe assisted evacuation/rescue in emergencies.

(vi) Finally,signage must be accommodative of people with different disabilities. This is in line with the UNICEF guideline which highlighted that sign-posted information of different kinds improves accessibility, usability and orientation. Indoor communication linking the entrance area with the various parts of a building should be easy to find and follow, be well dimensioned, have a good standard of lighting and be easy to use even during an emergency evacuation by all. Differences in levels should be clearly marked and safe.

6.3.3 BNARS staff skills and knowledge for providing archival reference services to PWDs

The researchfindingshave revealed that BNARS staff lacks requisite skills and knowledge on how to providereferenceservices to PWDs. Based on this finding, the study recommends that BNARS should take the following measures:

(i)   BNARS should collaborate with training institutions dealing with special education to provide short courses to its staff to prepare them to deal with a variety of people with disabilities to meet their needs.

(ii)   The management should employ one person who is knowledgeable about how to service PWDs and that person should train others on how to assist PWDS.

(iii) Every employee hired by BNARS should undergo training on how to assist PWD as part of the orientation into the organization.

(iv) BNARS should offer to all its employees sensitivity training focused on addressing the needs of individuals with disabilities inorder to create an atmosphere that makes everyone feel welcome, regardless of impairment or disability (Greene, 2010).

6.3.4 The Barriers experienced in accessing archival reference services

The findings of the study have also revealed that PWDs are faced with a number of barriers that hinder their access and use of archival reference services. In order to address these challenges, the study recommends that:

(i) The National Archives Advisory Board should include a representative from PWDs selected through national organs like the Office of People with Disabilities from the Office of the President, Botswana Federation of the Disabled, and the Botswana Council of the Disabled. This will ensure that when decisions which affect PWDs are being made at management level, someone will be there to protect their interest.

(ii) The furniture in the reading room should be custom designed to accommodate people with physical disabilities and people with visual impairments according the specification of IFLA checklist and UNICEF Guide for the Build Environment.

(iii) Although it is not practically possible to reformat all archival reference materials, nonetheless efforts must be made to customize important records into formats like talking books, large print, talking journals, easy to read print, braille formatted (IFLA, Standards).

(iv) Archives should have facilities which support users on wheelchairs and other movement impaired persons to access information materials. The facilities include wheelchair ramps, which are supposed to lead to the entrances of the search room. In addition, the new building designs should adhere to universal accessibility and the already existing buildings should be modified to ensure non-discriminatory accessibility

(v) BNARSshould be more proactive and anticipate the needs of persons with disabilities and make deliberate effort to address their needs even at policy formulation level.

(vi) Since the issue of lack of appropriate material format emerged as one of the barriers to access to archival reference materials by people with disabilities, especially the blind or the partially blind, the study recommends that BNARS should be proactive in acquiring Assistive Technologies.

6.4 Recommended Information and Accessibility Model for adoption by BNARS

Taking into consideration the outcome of the study and the review of literature, this study recommends the Information Accessibility Model. The components of these models are considered as the success factors for implementing an archival service which does not discriminate against PWDs because it takes into consideration and summarizes all the issues that were raised pertaining to accessibility by PWDs.

Personal observations by theresearcher,using the checklist developed by IFLA relating to space, furniture, equipment and format of material revealed that BNARS has made considerable provision to remove barriers which may hinder access to archival services by PWDs. This is demonstrated by the following outcome as illustrated in section 4.2 that physical space scored four out of seven (4/7) , bathrooms/toilet scored four out of six (3/6), Reference scored one out of four (2/4) , media format scored two out of five (3/5) and finally computers scored one out of five (1/5).

Based on the findings from both interviews, questionnaire and observation, it can be argued that the physical space, the restrooms, search rooms and reference desk, media format of the archives, as well as the staffing at BNARS, seem to accommodate the needs of PWDs partially.

Figure 6.1 Recommended Information and Accessibility Model.
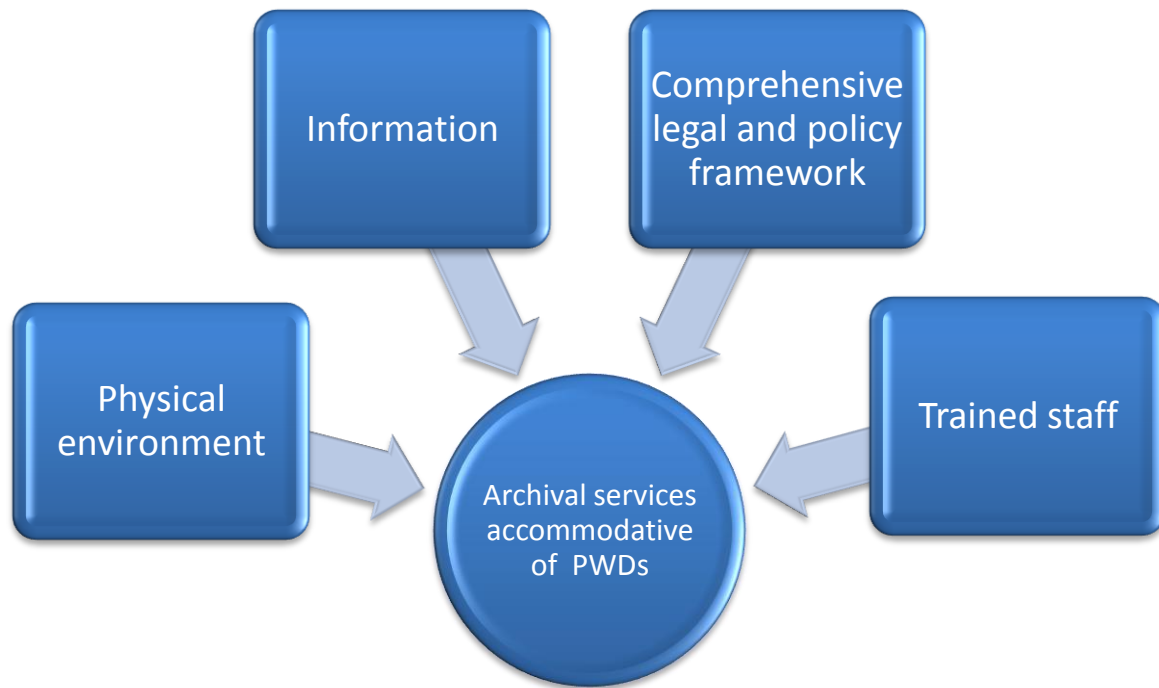
Source: Synthesis from the researcher

(a) The physical Environment

The physical environment, such as infrastructure, equipment and machinery are cited to be significant barriers in preventing PWDs to fully participate in the economic, social and political life. Maja et al (2011) in their studies that looked at employing disabilities in South Africa identified inaccessibility of buildings and infrastructure as the predominant physical barrier to employing PWDs. The physical environment should be barrier free or disability friendly where access is facilitated by ramps, lifts/elevators and entrances.

(b) Information

The World Summit on the Information Society (WSIS) held in Geneva in 2003 and Tunis 2005 focused on policy options to establish an information society for all and measures to implement such commitments (UN, 2015). One of the Geneva Declaration Principles (2003) calls for the recognition of the special needs of persons with disabilities in an attempt to build an information society for all. Information centres such as libraries and archival services as noted by Jain and Nfila (2011) are by nature democratic in terms of providing access to information to all without discrimination and censorship/restriction.

(c) Legal and policy framework

At the international level, three documents have been formulated within the UN policy framework (UN, 2015). These are the World Programme of Action concerning Disabled Persons, The United Nations Standard Rules on the Equalisation of Opportunities for Persons with Disabilities and the Convention on the Rights of Persons with Disabilities (UN, 2015). These documents give particular attention to accessibility in the physical environment, to information and communication, as well as affirm the importance of access to public services such as transportation, national archives and records centres among others. Organisations therefore need to align their guidelines and policies to governmental legislations and policies particularly with respect to disability equity.

(d)Trained staff

People with disabilities require special services and therefore, staff working in public offices like the archives should be trained on how to service PWDs.

6.5 Areas for further research

The study has shown that assessing archive services provisions for all forms of disabilities might have limited the study in terms of the outcome as different forms of disabilities requires different facilities. For example brailed signagewhich caters for the needs of the visually impaired is different from the one for the physically impaired. Based on the above observation, the study recommends that a further study looking at one form of disability should be conducted in the country.

References

Abosi, O. (2000).Trends and Issues in Special Education in Botswana. *Journal of Special Education,* 34(1), 48-53.

African Commission on human and Peoples' Rights.(2002). "Resolution on the adoption of the declaration of principles on Freedom of Expression in Africa," The Africa Commission on human and peoples' Rights, meeting at its 32nd ordinary session. Banjul: African Commission on human and Peoples' Rights.

Anambo, E. E. (2007). Library service provision to students with disabilities: A case study of Jomo Kenyatta Memorial library, University of Nairobi. Nairobi: University of Nairobi.

Anderson, B. (2017).Introduction to Archives. University of Illinois Archives. Retrieved January 20, 2019, from,bgandrsn@illinois.edu

Ary, D., Jacobs, L.C., Sorensen, C.K., and Walker, D. (2014).Introduction to research in education (9th Ed).London: Wadsworth.

Babbie, E. R.& Mouton, J. (2001).The Practice of Social Research. Oxford: Oxford University Press.

Beat J. W.& Khan, J. V. (2006). Research in Education. Boston: Pearson.

Bhattacheriee, A. (2012). Social science research: principles, methods and practices. (2nd ed). Florida: University of South Florida. Retrieved March 24, 2018, from, http://scholarcommons.usf.edu/oa_textbooks/3

Bigby, C. (2012).Social inclusion with people with intellectual disability and challenging behavior: A systematic review. *Journal of Intellectual and development disability.*37 (4),360-374.

Blair, T. (2005, May 23). The Observer

Bogdan, R.C. &Biklen, S.K. (2003). Qualitative research in education: An introduction to theory and methods (3rd ed). MA: Allyn& Bacon.

Born, K.L. (2007).The International Council on Archives. Paris: International Council on Archives

Botswana Government. (1996). National-Policy-on-Care-for-People-with-Disability. Retrieved May 28, 2017 from National-Policy-on-Care-for-People-with-Disabilty%20Min%20Health.pdf

Botswana National Archives and Records Services (BNARS). (2017). 50 years of preserving our past and securing our future. Gaborone: Botswana National Archives and Records Services.

Brantlinger, E., Jimenez, R., Klingner, J., Pugach, M. &Richardson, V. (2005). Qualitative studies in special education. Exceptional Children, 71, 195–207.

Braun, V.&Clarke, V. (2006).Using thematic analysis in psychology, qualitative research in psychology 3 (2), 77-101

Carson, D.,Gilmore, A., Perry, C., &Gronhaug, K. (2009). Qualitative Marketing Research. London: Sage.

Carson, G. (2009). The social model of disability. Norwich: TSO

Charles, S. (2005). Person first, disability second: disability awareness training in libraries. *Library Review*.54 (8) Retrieved June 12, 2018 from https://www.emerald.com/insight/content/doi/10.1108/00242530510761947/full/html

Chinyemba, A., &Ngulube, P. (2005). Managing records at higher education institutions: a case study of the University of KwaZulu-Natal, Pietermaritzburg Campus. *South African Journal of Information Management,* 7(1) Retrieved June 12, 2018 from http://general.rau.ac.za/infosci/raujournal/ default.asp

Constitution of Botswana (1966). Retrieved August 12, 2019,from https://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---ilo_aids/documents/legaldocument/wcms_125669.pdf

Creswell, J. W. (2014). Educational research: planning, conducting and evaluating quantitative and qualitative research. (4th ed). Essex: Pearson

Creswell, J. (2003). Research Design: qualitative, quantitative, and mixed methods approach. (2nd ed). London: Sage Publication

Creswell, J. W. (2009). Research Design: qualitative, qualitative and mixed methods approach. London: Sage Publication

Creswell, J. (2012). Qualitative inquiry and research design. London: Sage

Crowther, D.& Lancaster, G. (2008).Research Methods: A concise Introduction to Research in Management and Business Consultancy. Butterworth: Heinemann, Denzin& Lincoln.

Degner, T. (2016). Disability in a Human rights Context Laws 5 (35)

Denzin, N.K. & Lincoln, Y.S. (2000).Handbook of qualitative research (2nd ed). Thousand Oaks: Sage.

De Vos, A. S., Strydom, S., Fouche, C. B. &Delport, C. S. L. (2005). Research at Grass Roots: For the Social Sciences and Human Service Professions. (3rd ed). Pretoria: Van Schaik Publishers

Disabled World. (2011). Disability or Disabled? Which term is right? Retrieved June 6, 2019, from disabled-world.com/definitions/disability-disabled.php.

Donald, S.G.& Lang, K. (2007). "Inference with Difference-in-Differences and Other Panel Data," *The Review of Economics and Statistics*, MIT Press, 89(2), 221-233.Retrieved August 20, 2019 fromhttps://ideas.repec.org/a/tpr/restat/v89y2007i2p221-233.html

Eide, A.H.&Mmatli, T. (2016).Living conditions among people with disability in Botswana. Gaborone: *SINTEF Technology and Society.* Retrieved August 20, 2019 https://www.sintef.no/globalassets/sintef-teknologi-og-samfunn/rapporter-sintef-ts/sintef-a27196-botswanawebversion.pdf

Ekwelem, V. (2013). Library services to disabled students in the digital era: challenges for outcome assessment. *Library Philosophy and Practice*, 970.

Eskay, M. A.&China, T. (2013). Library and information services delivery for the blind and physically challenged in University of Nigeria Nsukka Library. *Academic Journal*, 43. Retrieved August 23, 2019, from http://euacademic.org

European Commission.(2010). Study of disability in EU development cooperation. European Union.

Fowler, F. J. (2009).Survey research methods. (3rd ed). Thousand Oaks, CA: Sage Publication.

Global Accessibility News. (2012). Botswana revises building regulations to accommodate persons with disabilities. Retrieved 23 August, 2018 from http://globalaccessibilitynews.com/2012/06/25/botswana-revises-building-regulations-to-accommodate-persons-with-disabilities/

Golafshani, G. (2003). Understanding reliability and validity in qualitative research. The qualitative report, 597 - 607.

Greene, M. A. (2010).Improving accessibility for people with disabilities. *Archival Outlook.* 10-11. Retrieved June 12, 2017, from,http://files.archivists.org/periodicals/Archival-Outlook/Back-Issues/2010-6-AO.pdf

Hadjikakou, K. &Hartas, D. (2007).Higher education Provision for students with disabilities in Cyprus. Retrieved August 15, 2018, from,http://www.unesco.org

Harpur, P. (2012). From Disability to Ability: Changing the Phrasing of the Debate. *Disability & Society.* 27. 10.1080/09687599.2012.654985

Harvey, M. (2010). What Is a Literature Review? Retrieved 12 February,2018 from: http://www.cs.cmu.edu/~missy/WritingaLiteratureReview.doc

Hlalele, T., Adeola, R., Okeowo,A., Muleta,D.B.&Njiti, L.B. (2014). Botswana: African Disability Rights Yearbook. *HeinOnline.* Retrieved August 14, 2017, from,https://heinonline.org/HOL/LandingPage?handle=hein.journals/afdry2&div=11&id=&page =

Hlophe, P.&Wamukoya, J. (2007).Utilization of archival information at Swaziland National Archives by researchers at University of Swaziland.*ESARBICA Journal*, 26, 65-85.

Hodkinson, A. & Vickerman, P. (2009). Key issues in special educational needs and inclusion. London: SAGE

Horsburgh, D. (2003).Evaluation of Qualitative Research.*Journal of Clinical Nursing*, 12, 307-312. Retrieved 20 August, 2019 from, http://dx.doi.org/10.1046/j.1365-2702.2003.00683.x

ICA. (2012). Principles of access to archives. Paris: ICA.

Irvall, B.& Nielsen, G.S. (2005). Access for persons with disabilities - Checklist. Hague: IFLA.

ISO 15489-1 (2016). "Information and documentation-Records Management: part Concepts and principles" Geneva: ISO

Jain, P.&Nfila, R. B. (2011).Developing strategic partnerships for national development: A case of group Botswana. L*ibrary Review,* 60(5), 370 -382

Joppe, M. (2000).The research process. Retrieved on June 25, 2017

Kavishe, G. F.& Isibika, I.S. (2018). Provision of Library Services for Users in Wheelchairs at Ardhi University and University of Dar es Salaam Libraries" L 1672. *Library Philosophy and Practice (e-journal).* 1-19. Retrieved from https://digitalcommons.unl.ed

Kemoni, H.N. Wamukoya, J.&Kiplang'at, J. (2003). Obstacles to utilization of information held by archival institutions: a review of literature. *Records Management Journal,* 13(1), 38-42. Retrieved January 21, 2019, from https://doi.org/10.1108/09565690310465722

Kepley.B. (1983). Archives: Accessibility for the Disabled. American Archivist, Vol.46, (1), 42-51.Retrieved 20 August, 2018 fromhttps://doi.org/10.17723/aarc.46.1.

Kilbourn, B. (2006). The Qualitative Doctoral Dissertation Proposal. Teachers College Record - Teach Coll Rec. 108. 529-576. 10.1111/j.1467-9620.2006.00660.x.

Kombo, D.K. & Tromp, D.L.A. (2006). Proposal and Thesis Writing: An Introduction. Nairobi: Paulines Publications Africa.

Kothari, C. R. (2004). Research methodology: methods and techniques. (2nd ed). New Delhi: New Age International (PTY) Ltd publisher.

Koulikourdi, A. (2008). Libraries services for people with disabilities in Greece. *Library Review,* 57(2), 124-135

Laufey, L., Rannveig, T., Gerard, Q.&James R. H. (2005).The Inclusion of the Lived Experience of Disability in Policymaking. Laws 2017, 6, 33; doi: 10.3390/laws6040033

Lawal-Solarin, E.O. (2013). Information and services provided to wheelchair mobile users in Nigeria: Role of Academic libraries. *Academic research journal.* Retrieved June 6, 2019, from Ota: Covenant University. htp://www.academicresearchjournals.org

Lincoln, Y. S.&Guba, E. G. (1984). But is it rigorous? Trustworthiness and authenticity in naturalistic evaluation.In D. D. Williams (Ed.), *Naturalistic evaluation,* 73–84. San Francisco: Jossey-Bass.

Lord, J.et al., (2010). Disability and International development and Cooperation: a review of policies and practices. Retrieved June 16, 2018, fromhttp://siteresources.worldbank.org/DISABILITY/Resources/PublicationsReports/Disability_ and_Intl_Cooperation.pdf

Maja, P.A. et al. (2011). Employing people with disabilities in South Africa.*SouthAfrican Journal of Occupational Therapy*, 41(1).

Majinge, M. R. (2014). Library services provision for people with visual impairments and in wheelchairs in academic libraries in Tanzania. PHD thesis.Pietermaritzburg, South Africa: University of KwazuluNatal.

Majinge,R.M.&Stilwell,C. (2014) Library services provision for people with visual impairments and in wheelchairs in academic libraries in Tanzania. : revising cataloging rules standards to meet the needs of people with disabilities. Retrieved April 17th 2017 from http://www.researchgate.net/ublication/262881446

Maphorisa, O.& Jain, P. (2013).Marketing of Archival reference services at Botswana National and Records Services (BNARS). Retrieved August 20th, 2017, from htt://www.idpublications.org

May, J. &Lehohla, P. (2005).Counting the costs of a twenty- first century census: A South African's census 2001.*Development Southern Africa*.22 (2) Retrieved August 20th, 2018, from http://doi.org/10.1080/03768350500163279

Mayoh, J. &Onwuegbuzie, A.Z. (2015).Towards a conceptualization of mixed method phenomenological research.*Journal of mixed methodsresearch*. 9. 91 – 107.Retrieved June 21st, 2017, from doi; 10.1177-155868981.3505358

McCausland, S. (1993)."Access and Reference Services'' In Ellis Jeds.Keeping Archives. Melbourne: The Australian Society of Archivists.

Mertens, D. (2010). Research and Evaluation in Education and Psychology. (3rd ed.). London: Sage.

Mnjama, N. 2008.Access to records and archives in Kenya.*Africa Research and Documentation*. 106: 3-11.

Mnjama, N. (2017). "An Assessment Levels of Compliance to ICA Principles on Access In ESARBICA member states" the 2017 DLIS International Conference on *Information and Knowledge for Competitiveness,* Gaborone: University of Botswana.

Mnjama, N. (2006). Dealing with Backlog Accumulations of Archival Materials in Eastern and Southern Africa. *Information Development*, 22(1), 48 - 57.

Mogami, M. (2010). An assessment of the utilisation of archival resources by university of Botswana researchers: Unpublished Bachelors' degree in library and Information studies research paper. Gaborone: University of Botswana.

Mosweu, T. & Simon, I. (2019).The implications of the National Archives and Records Services Act on archival practice in Botswana.*Journal of the South African society of archivists,* 51.

Motlapele, D. (2011). Disability Statistics Botswana. Retrieved January 26, 2018 from, https://www.cdc.gov/nchs/ppt/citygroup/meeting12/wg12_session6_3_motlapele.pdf

Motsumi, L. (2010). Remarks by the Hon. Minister LesegoMotsumi commemoration of UnitedNations day for people with disabilities at Gaborone West Community Hall. Gaborone: Office of the President.

Mukhopadhyay, S. &Moswela, E.(2019). Disability rights in Botswana: Perspectives of individuals with disabilities. *Sage journals*, 31(1), 46 -56.Retrieved January 26, 2019 from, https://doi.org/10.1177/1044207319871745

Mukhopadhyay, S. &Moswela, E. (2016). Situation Analysis of Disability Rights in the Context of Botswana. Gaborone: University of Botswana.

Mouton, J. (2001). How to succeed in your Master's and Doctoral Studies: A South African Guide and Resource Book. Van Schaik Publishers, Pretoria

Murambiwa, I. &Ngulube, P. (2011). Measuring Access to public archives and developing an access index: Experiences of the National archives of Zimbabwe. *ESARBICA Journal,* 30, 83 - 101.

National Archives Act (NARS) (1978).ActNo.37of1978, as amended in 2007. Gaborone: Government printers.

Neuman, W. (2006). Social research methods: qualitative and quantitative approaches (6th Ed). . Boston: Pearson.

Neuman, W. L. (2012). Basics of social research qualitative and quantitative approaches. (3rd ed.). Harlow: Pearson Education. Retrieved January 20th, 2018, from https://trove.nla.gov.au/work/17460909

Ngoepe, M. &Keakopa, S. 2011. An assessment of the state of national archival and records systems in the ESARBICA region - a South AfricaBotswana comparison.*Records Management Journal* 21(2): 145-160

Ngulube, P., Sibanda, P. &Makoni, N.I.S. (2013). Mapping Access and Use of Archival Materials held at the Bulawayo archives in Zimbabwe. ESARBICA Journal, 32, 135 - 149.

Nyaboke, O. (2018). Challenges of accessing Library and information services for Persons with disabilities in university libraries in Merucountry,Kenya.*International Journal of Economics, Business and management Research,* 2(01), 2456-7760. Retrieved November 29, 2019, from www.ijebmr.com

Ochoggia, R. E. (2003). Provision of library and information services to visually handicapped students in Kenyan public universities: a case study of Kenyatta University, Master's thesis. 147 *R. Sajlis Journals*. Retrieved October 16, 2019, from http://sajlis.journals.ac.za/pub/article/view/

OHRC.org.(2018).Disability.Retrieved May 12, 2019, fromhttp://www.ohchr.org/EN/Issues/Disability/Pages/DisabilityIndex.aspx

Oliver, M. (2013). The Social model of disability: thirty years onDisability and Society, 28(7), 1024 -1026. doi:10.1080/09687599.2013.818773

Omekwu, C.&Nwafor, O.O. (2014).Availability and use of information and communication Technology resources for people with disabilities in NnamdiAzikiweLibrary.*Jaistonline,* 7(2), 2114. Retrieved August 26, 2018, from www.jaistonline.org

Omotoye, M. (2018). Public policy implementation prospects and challenges in Botswana: Case of the National policy on care for people with disabilities. Gaborone: Botswana Institute for Development Policy Analysis.

Oltmann, S. M. (2016). Qualitative Interviews: A Methodological Discussion of the Interviewer and Respondent Contexts [37 paragraphs]. *Forum Qualitative Sozialforschung / Forum: Qualitative Social Research*, *17*(2), Art. 15, http://nbn-resolving.de/urn:nbn:de:0114-fqs1602156

Peterson, R.D. & Valdez, A.(2005). Using Snowball-based methods in Hidden Populations to generate a randomized community sample of Gang Affiliated Adolescents: Youth Violence and Juvenile Justice,*SAGEjournals,* 151-167.https://journals.sagepub.com/ doi/10.1177 /1541204004273316

Phukubje, J. A. &Ngoepe, M. (2017).Convenience and accessibility of library services to students with disabilities at the University of Limpopo in South Africa. *Journal of Librarianship and Information Science.* Retrieved November 29, 2019, from http://journals.sagepub.com/doi/pdf/10.11

Plowright, D. (2011). Using mixed methods: frameworks for and integrated methodology. London: Sage.

Ponera J. M. (2015). Libraries and students with disabilities: Reflections from the Moshi Cooperative University library. Retrieved from Moshi-university-college-ofco-operative-and-business-studies-muccobs-a-constituent-college-of-sokoine: http://docplayer.net/1133487-

Popoola, S. (2012). Conceptual model building and research design. Research methods at chapel seminar series of school of postgraduate studies.Ogun State: Babcock University. Retrieved September 24th, 2017, from www.scirp.org/(S (i43dyn45teexjx455qlt3d2q)/reference/ReferencesPapers.aspx?

Quinn, K.L. Laidlaw, K.& Murray, L.K. (2009).Older peoples' attitudes to mental illness. *Clinical Psychology and Psychotherapy*, 16 (1), 33-45.Retrieved fromhttps://doi/org/10.1002/cpp.598

Republic of Botswana. (1994.) Government paper No.2 of 1994: The revised national policy on education April 1994 as approved by the National Assembly on the 7th April, 1994. Gaborone: Government printer.

Ritchie, J. A. (2003). Qualitative research practice: A guide for social science students and researchers. London: Sage Publications

Salkind, N. (2016). Exploring research (9th ed.). Boston: Pearson. Retrieved March 24, 2018, from https://www.pearsonhighered.com/assets/preface/0/1/3/4/0134238419.pdf

Sandelowski, M., &Barroso, J. (2003).Reading qualitative studies. International Journal of Qualitative Methods, 1(1), Article 5. Retrieved January 31, 2002, from www.ualberta.ca/~ijqm/

Sanders, M. Lewis, P. &Thornhill, A. (2012).Research Methods for Business Students. London: Pearson Education Limited.

Saunders, M. N. K., Lewis, P., &Thornhill, A. (2009). Research Methods for Business Students (5th ed). London: Pearson Education

Sastry, N., & Gregory, J. (2012). The effects of Hurricane Katrina on the prevalence of Health impairments and disability among adults in New Orleans: Difference by age, race and sex. *Social Science and Medicine.* 80, 121-129.Retrieved 20 February, 2019, from https://doi.org/10.1016/i.socscimed.2012.12.009.

Sebina, P.M. (2006) Freedom of information and records management: a learning curve for Botswana School of Library, Archive and Information Studies. PhD Thesis, London: University College London

Serene, F. (2008). Making archives accessible for people with disabilities. Washington DC: National archives and records administration.

Society of American Archivists (2018). Guidelines for accessible archives for people with disabilities: draft for open comments. Society of American Archivists

Stein, M.A. & Stein, P.J.S. (2014).Disability, Development and Human Rights: A Mandate and Framework for International Institutions. 47: 1231, Davis: University of California

Tilley, C.M., Bruce, G., Hallam, G. & Hills, A.P. (2006).A model for the development of virtual communities for people with long-term, severe physical disabilities. *Information Research: An International Electronic Journal,* 11(3). Retrieved January 20, 2019, from https://www.informationr.net/ir/11-3/paper253.html

Trochim, W.& Donnelly, J. (2007).The Research methods Knowledge base. Mason: Atomic Dog.

UN. (2015). Accessibility and Development: Mainstreaming disability in the post-2015 development agenda. Newyork: Department of economic and social affairs.

UN.(2015). Convention on the rights of persons with disabilities and optional protocol. New York: Department of economic and social affairs.

UN.(2006). Convention on the rights of persons with disabilities.Retrieved May 19, 2018, from http://www.un.org/disabilities/convention/facts.shtml.

UN.(1975). Declaration on the Rights of Disabled Persons, G.A. Res. 3447 (XXX), U.N. GAOR, 30th Sess., Supp. No. 34, U.N. Doc.A/10034, at 88.

UN.(1993). World Conference on Human Rights, *Vienna Declarationand Programme of Action*, 37, U.N. Doc.A/CONF. 157/23.

U.N (1982).World Programme of Action Concerning Disabled Persons, UNITED NATIONS ENABLE, Retrieved May 19, 2019, from http://www.un.org/disabilities/default.asp?id=23 UNESCO. (2005). Guidelines for inclusion: Ensuring access to all. Paris: UNESCO

Walker, A. (2013). Basic Preservation for library and archive collections: London: British Library Board. Preservation Advisory Centre, Retrieved February 9, 2019, fromwww.bl.uk/blpac/pdf/mould.pdf

Whitehead, M. (2004). Persons with Disability: Study Commissioned by the Corporate Planning Unit of the city of Joburg as a component of the Human Development Agenda. Johannesburg: Urban energy conservation & transport (UECT).

WHO.(2001). International Classification of Disability, functioning and Health. Geneva: World Health Organisation.

Yin, R. (2008). Case study research: design and methods. (4th ed). California: Sage.

Zolotarevsky, M.(2010). The information retrieval needs of archival users: a case study from the Jabotinsky Institute. *International Journal on Archives*, (2), 47 - 53.

Appendix 1: THE PROVISION OF ARCHIVAL SERVICES TO PERSONS WITH DISABILITIES AT BOTSWANA NATIONAL ARCHIVES AND RECORDS SERVICES (BNARS).

Questionnaire to be completed by people with disabilities (PWDs)

Dear Respondent

I am a student from the University of Botswana conducting a study titled: 'The provision of Archival Services for persons with disabilities at Botswana National Archives and Records Services as part of the requirement for the award of MastersDegreein Archives and Records Management. Kindly fill in the questionnaire as candidly as possible. All responses given will be used only for academic research purposes.

Thank you

_____

Mmamfi Bess Jenkins Mobile: 72149602 email: bess.jenkins@yahoo.com

Instructions

Please tick your answers in the boxes provided and provide any additional information on the spaces provided. If the space provided is not adequate, please use a separate sheet of paper.

Section A. Bio-Data

Answer the following by placing a tick ($\sqrt{}$) for the appropriate answer.

1(a) Age (Tick in the box)

☐18-35 years

☐ 36 -65 years

☐ 65+

1(b) Education (Tick in the box)

☐ Primary School Leaving Examination (PSLE)

☐ Junior Certificate Examination (JCE)

☐ Botswana General Certificate School Examination or Equivalent (BGSE)

☐ Tertiary

2. How would you describe your disability? Please tick as it applies to you.

☐ Impaired vision

☐ Impaired hearing

☐ Physical disability

☐ Sensory disability

3. How often do you visit Botswana National Archives and Records Service? Indicate with a tick (√).

☐ Once

☐ More than once

☐ never visited

5. Have you faced any challenges of access to the Archives?

☐ Yes

☐ No

6. IfYes, what challenges did you face?

_____

_____

_____

_____

Section B

Using a scale of: *SA-Strongly Agree; A-Agree; D-Disagree; SD-Strongly Disagree*,
Tick (√) one box which BEST represents your views

	SA	A	D	SD
6, The Botswana National Archives and Records Services (BNARS) caters for movement of the physically disabled.				
7. The BNARS caters for people with hearing problems				
8. TheBNARS caters for people with visual impairment				
9. TheBNARS have custom made toilets for the Disabled				
10.The staff are welcoming to people with disabilities				
11. The parking Area for PWDs is near the entrance to the Archives				
12 There are custom made signs for PWDs				
13 There are documents written in Braille for the visually impaired				
14. Computers have been adapted for use by the visually impaired.				
15. There are designated places for PWDs				
16. The staff offer appropriate assistance to PWDs				

Thank you very much for your time in completing this questionnaire.

Appendix 2: THE PROVISION OF ARCHIVAL SERVICES TO PERSONS WITH DISABILITIES AT BOTSWANA NATIONAL ARCHIVES AND RECORDS SERVICES (BNARS)

Interview guide for BNARS management

1. Does the BNARS have a policy?

2. What does the policy say aboutdisability?

3. In your opinion, is your policy aligned to any international standard concerning disability?

4. If Not, what could be the reason?

5. Is the staff trained to handle PWDs who desire toaccess the institution's services?

5. What measures are in place to include people with disabilities in your institution?

6. What are the barriers the institution face in providing archival services to people with disability?

7. In your opinion, what do you suggest that can be done to eliminate the barriers suggested?

Appendix 3: THE PROVISION OF ARCHIVAL SERVICES TO PERSONS WITH DISABILITIES AT BOTSWANA NATIONAL ARCHIVES AND RECORDS SERVICES (BNARS

Observation Checklist

5.1 Observation Checklist

Table 2.1: IFLA access to libraries for persons with disabilities - Checklist

Attributes	Description	Yes	None
1. The physical space	Clear and easy-to-read signs with pictograms		
	Reading and computer tables of varying heights throughout the archives		
	Chairs with study armrests		
	Unobstructed aisles between bookcases		
	Visible and audible fire alarm		
	Staff trained to assist PWDs in case of emergency		
2. Rest Rooms	Clear signs with pictogram indicating the location of the toilets		
	Door wide enough for a wheelchair to enter and sufficient space for a wheelchair to turn around		
	Room enough for a wheelchair to pull up next to the toilet seat		
	Toilet with handles and flushing lever reachable for persons in wheelchairs		
	Alarm button reachable for persons in a wheelchairs		

	Washbasin, mirror at the appropriate height		
3. Reference/ information desk	Adjustable desk		
	Organized "queue system" in the waiting area		
	Chairs suitable for elderly and disabled patrons		
	Induction loop system for hearing impaired persons		
4. Format	Talking books, talking newspapers, and talking periodicals		
	Large print books		
	Easy-to-read books		
	Braille books		
	Audio Visual Collections		
5. Computers	Designated computer workstations adapted for patrons in wheelchairs		
	Adaptive keyboards or keyboard overlays for users with motor impairments		
	Desigbated computers equipped with screen reading programs, enlargement, and synthetic speech		
	Designated computers equipped with spelling, and other instructional software suitable for persons with dyslexia		
	Staff capable of instructing customers in the use of computers		

Source: Irvall and Nielsen (2005:4).

Appendix 4: THE PROVISION OF ARCHIVAL SERVICES TO PERSONS WITH DISABILITIES AT BOTSWANA NATIONAL ARCHIVES AND RECORDS SERVICES (BNARS)

Letter from Supervisor

Faculty of Humanities
Department of Library and Information Studies

UNIVERSITY of BOTSWANA

| Corner of Notwane and Mobuto Road, Gaborone, Botswana | Pvt Bag UB 00703 Gaborone Botswana | Tel: [267] 355 2617 Fax: [267] 318 5098 |

INTERNAL MEMORANDUM

From: Prof N Mnjama
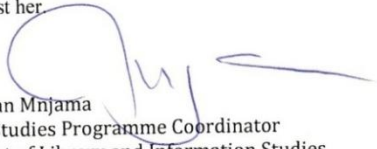
To: Dr Kasule, Office of Research and Development

Date: 5th April 2019

ETHICAL CLEARANCE: MRS MMAMFI BESS JENKINS - STUDENT REG. NO. 9900033

This is to certify that the above named student is enrolled for the Masters Programme in Archives and Records Management. The candidate successfully defended her research proposal on 13th March 2016. Her topic of study is entitled: *The Provision of Archival Services to Persons with Disabilities at Botswana National Archives and Records Services (BNARS)*. The candidate is now preparing to proceed for data collection.

The candidate was granted permission by the Ministry of Youth Empowerment, Sports and Culture to conduct preliminary investigation at the Botswana National Archives.

Kindly assist her.

Prof. Nathan Mnjama
Graduate Studies Programme Coordinator
Department of Library and Information Studies

Appendix 5: THE PROVISION OF ARCHIVAL SERVICES TO PERSONS WITH DISABILITIES AT BOTSWANA NATIONAL ARCHIVES AND RECORDS SERVICES (BNARS)

Letter from the Office of Research and Development

Office of the Deputy Vice Chancellor (Academic Affairs)

Office of Research and Development

Corner of Notwane and Mobuto Road, Gaborone, Botswana

Pvt Bag 00708
Gaborone
Botswana

Tel: [267] 355 2900
Fax: [267] 395 7573
E-mail: research@mopipi.ub.bw

UNIVERSITY of BOTSWANA

21st May 2019

UBR/RES/IRB/SOC/GRAD/186

The Permanent Secretary
Ministry of Youth Empowerment, Sport and Culture Development
Private Bag 00514
Gaborone, Botswana

RE: REQUEST FOR EXPEDITED REVIEW OF A RESEARCH PROPOSAL

TITLE: "The Provision of Archival Services to Persons with Disabilities at Botswana National Archives and Records Services (BNARS)"

RESEARCHER(S): Mmamfi Bess Jenkins

Since it is a requirement that everyone undertaking research in Botswana should obtain a Research Permit from the relevant arm of Government, The Office of Research and Development at the University of Botswana has been tasked with the responsibility of overseeing research at UB including facilitating the issuance of Research permits for all UB Researchers inclusive of students and staff.

I am writing this letter in support of an application for a research permit by the above-mentioned Principal Investigator who is pursuing a Master's degree in Archives and Records Management in the University of Botswana. The overall objective of the proposed study is to assess the provision of archival services to Persons with disabilities (PWDs) at the Botswana National Archives and Records Services (BNARS) with the aim of determining BNARS preparedness in meeting the needs of PWDS in accessing archival services. It is hoped that the research findings of the study will be used by BNARS to improve its procedures and processes of providing the resources to meet the needs of PWDs. It is also hoped the findings of the study will contribute to the existing body of knowledge and for benchmarking purposes by other institutions that provide resources to persons with disabilities (PWDs).

The Office of Research and Development is satisfied with the process for data collection, analysis and the intended utilization of findings from this research and is confident that the project will be conducted effectively and in accordance with local and international ethical norms and guidelines.

We will appreciate your kind and timely consideration of this application.

We thank you for your usual cooperation and assistance.

Sincerely,

The Secretariat, University of Botswana Institutional Review Board

Appendix 6: THE PROVISION OF ARCHIVAL SERVICES TO PERSONS WITH DISABILITIES AT BOTSWANA NATIONAL ARCHIVES AND RECORDS SERVICES (BNARS)

Permission to conduct a study from the Ministry of Youth Empowerment Sport and Culture Development

TEL: (+267) 3901186
FAX: (+267) 3913473

MINISTRY OF SPORT YOUTH AND CULTURE
PRIVATE BAG 00514
GABORONE
BOTSWANA

REPUBLIC OF BOTSWANA

REF: MYSC 9/2/1 IX (16)

23 Octobe6 2018

Mrs Mmamfi Bess Jenkins

P. O Box 5

Mochudi, Botswana

RESEARCH PERMIT- MMAMFI BESS JENKINS

This serves to acknowledge your application do research titled **"The provision of archival services for people with disabilities at Botswana National Archives and Records Services (BNARS"**. The Permit is granted for a period of one (1) year, commencing 23 October 2018 to the 23 October 2019 and is granted under the following conditions:

1. Copies of the final product of the study are to be directly deposited with the Ministry of Youth Empowerment, Sport and Culture Development, National Library Services, National Archives and Records Services and Research and Development in the University of Botswana.

2. The Permit does not give you authority to enter premises, private establishment or protected areas. Permission for such areas should be negotiated with those concerned.

3. You conduct your study according to particulars furnished in the application you submitted taking into account the above conditions.

4. Failure to comply with any of the above conditions will result in the immediate cancellation of the Permit.

Thank you

Yours Faithfully

Tsaone K Ramatlhare

For/Permanent Secretary

PERMANENT SECRETARY
TEL: 3901186 FAX: 3956184

★ 2 3 OCT 2018 ★

PRIVATE BAG 00514, GABORONE
MINISTRY OF YOUTH EMPOWERMENT,
SPORT & CULTURE DEVELOPMENT

Cc: Director, National Archives and Records Services

National Librarian, National Library Services

Director, Research and Development, University of Botswana

ministry of
youth, sport and culture
Excellence. Botshelo. Creativity.

BOTSWANA
Our pride, your destination