

## **ABSTRACT**

Despite information services being available in major public libraries, the services have not been optimally tailored to be accessed and benefited by (PWDs). This is because most public libraries favour the able persons more. Therefore, this study sought to find out challenges that PWDs in public libraries face in accessing information services and to find practical solutions suitable to address the challenges. The study sought to answer the following hypotheses; what information services do people with special needs require? What type of learning-based technology and electronic formats that can be used by people with special needs to access library resources? Both qualitative and quantitative methods were used during the study. The study focused on the Kenya National Library Service Narok Branch. The study population comprised of 10 qualified librarians working in KNLS, Narok and at least 15 library users (PWDs) with focus on the hearing impaired, visually impaired, and those physically impaired. The results were presented by use of percentages, frequency tables, bar graphs and pie-charts. The evidence emanating from the study strongly indicated that provision of library and information services in KNLS, Narok to PWDs was largely characterized structural inadequacies, unfriendly staff, and insufficient assistive technologies. In particular, the study revealed that the libraries had no sufficient facilities, resources and equipment such as the lifts, spacious ramps, Braille materials, hearing aids required by students with disabilities. Thus, the study concluded that the libraries do not have the needs of students with disabilities at heart. The study makes several recommendations for considerations by the KNLS management.