

**ABSTRACT  
PARALLEL WORKING SESSION**

**UNIVERSITY MANAGEMENT & INNOVATION**

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**Emerging University Library Services In an Ever-Changing and  
Knowledge-Intensive Learning Environment**

The 21st century ushered in the knowledge economy whereby information, access to it, and the ability to use it to create knowledge becomes the single most important skill that individuals need to acquire in order to succeed. The work place is asking for university graduates who have acquired a stronger intellectual framework for using information for discovery. This calls for a change in university education landscape and a pedagogic shift from the closure learning systems where students and the teacher communicated and interacted face-to-face to include a new learning system that is virtual, distributed, problem-based, and more student-centred and facilitated by global information networking systems. This is a knowledge-based pedagogy and requires that both students and faculty acquire information seeking and management skills. E-learning, open access to resources, distance education, inter-disciplinary and cross-institutional collaboration enhanced by information and communications technology (ICT) are major developments that are reshaping library services. Consequently new roles and services have emerged for university librarians. Taking up the characteristics of an electronic information resource, librarians are more 'distributed' and play a central role in the teaching/learning programmes of the university: They serve as consultants in information resources management, and coordinate information technology applications; they provide instructions on research methods and other areas that deal with incorporating ICT into learning, and are more actively involved in providing information instructional programmes to both teaching staff and students. This paper examines, in a nutshell, the ways in which the digital age has impacted the infrastructure of university education and its delivery and in a more detailed analysis, it elaborates on the new roles for librarians and emerging information services models that are designed to meet students' needs in the present knowledge dispensation. The paper advocates greater funding and top-level support for university libraries and librarians.