

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

**AN INVESTIGATION INTO THE EFFECTIVENESS OF LIBRARY SERVICES IN
DISTANCE EDUCATION : A CASE STUDY OF THE ZIMBABWE OPEN
UNIVERSITY LIBRARY IN MASVINGO**

BY

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ABSTRACT

The purpose of this study was to investigate the effectiveness of library services at the Zimbabwe Open University Masvingo Regional Centre. The research also sought to establish the adequacy of materials offered and whether the users are happy with the services provided. All ZOU students at Masvingo formed the population of the study. The sample for the study was made up of one hundred students and five members of staff. The researcher employed the case study method and data was collected through a questionnaire, interviews and participant observation. Matrix questions were largely used to gauge the mood of the users about the effectiveness of the library.

The researcher found out that the library services were not very effective as the materials were not enough to support the needs of the growing student population. From the research findings, it was concluded that the services provided were generally poor. The researcher therefore made a number of recommendations, chief among them, the need for the ZOU to engage into partnerships with already established government libraries in the province. The recommendations made sought to improve the effectiveness of the ZOU Library system.