

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

**AN INVESTIGATION OF THE WAY CLIENTS USE ELECTRONIC
RESOURCES AT THE BRITISH COUNCIL INFORMATION AND LEARNING
CENTRES IN ZIMBABWE**

BY

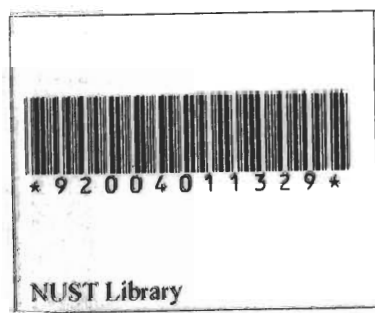
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**A RESEARCH PROJECT SUBMITTED TO THE NATIONAL UNIVERSITY OF
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IN

LIBRARY AND INFORMATION SCIENCE



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Abstract

The study sought to investigate the way clients used electronic resources at the British Council Information and Learning Centres in Zimbabwe, the type of information accessed and the effectiveness and usefulness of the resources in terms of meeting clients, information needs.

A questionnaire-based survey was utilized. The survey was conducted by distributing questionnaires to participants selected through convenience sampling. A total of 195 questionnaires were distributed and 55 completed questionnaires were collected resulting in a response rate slightly under a third.

The investigation found out that generally computer literacy and usage was high among the clients. The usage of scholarly databases and other e-resources was not encouraging and this was largely attributed to inadequate information about the existence of these resources and search skills. The investigation recommends, among others, that library staff vigorously promote the resources to users starting from the point of registration and offer to provide training as and when necessary.

Library managers and administrators can find this useful when considering how to make sense of the information seeking and usage behaviour of their clients and also to assess the effectiveness of their marketing and communication tools and understand the problems encountered when using electronic resources and find ways to improve the provision of electronic information to realise a good return on investment and cost efficiency.