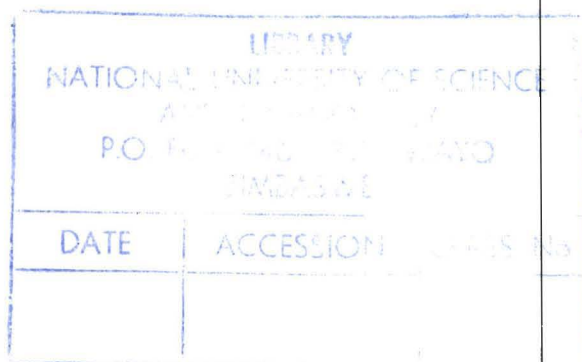


Faculty of Communication and Information Science
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Involvement of Public Libraries in Improving Community Livelihoods: the case of Edward
Ndlovu Memorial Library

by

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in

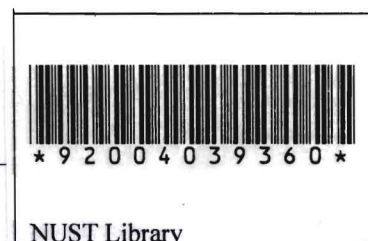
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The study focused on Edward Ndlovu Memorial Library (ENML) in Gwanda. The purpose of the study was to examine the ways in which ENML engages the community in its outreach programmes. The study evaluated how library processes were carried out and whether the community is fully involved in planning, delivering, assessing and evaluating the services that the library provides. The objectives of the study were to find out how community needs assessment was done, what were the competences of community workers in identifying community needs, how planning and delivery of services was done and how the library evaluated its programmes. The study was based on the theoretical framework that was taken from the Community-Led Service Planning Toolkit. A case study was utilised for the research with interviews, questionnaires and focus group discussions used to access data from the participants. The research found out that ENML engaged its community at the beginning of its programmes and continue to work with them but without involving the community in planning for services and evaluation. It also revealed that the library's existence has improved pass rates in schools and also community livelihoods were sustained through community projects that used local resources for running their projects. The study concluded that ENML was partly in line with the framework. It was also concluded that although ENML was providing reading materials to the communities the materials lacked local content which could lead to non use by the locals. Recommendations were given that ENML should engage the community in all its processes so as to fully meet its objectives of serving the Gwanda rural community. Provision of local language reading material and those in English but relating to the local environment was suggested.