

SPECIAL COLLECTION

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NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMUNICATION AND INFORMATION SCIENCE
DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

USE OF MOBILE DEVICES TO ACCESS LIBRARY SERVICES BY POSTGRADUATE STUDENTS

AT UNIVERSITY OF ZIMBABWE

BY

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ABSTRACT

Mobile technologies have been regarded as an opportunity for libraries to reach new constituents in new compelling ways. However, the success of mobile technologies in libraries lies with effective awareness strategies of these technologies by libraries and their usage by researchers. Therefore, this research investigated the extent of use of mobile technologies by postgraduate students at University of Zimbabwe. Using some of the constructs in the Diffusion of Innovation theory and Technology Acceptance Model, the study objectives were to establish the perception of the students towards using mobile devices, ease of use; compatibility of mobile devices with students' habits and to find out if mobile devices allow students to learn from each other. The overall aim of the study was to find out why there is low usage of mobile devices to access library services by these students at UZ. A case study and survey research designs were used. Questionnaires were administered to the students while interviews were conducted with faculty librarians and the systems manager at the UZ library. Study results showed low usage of mobile devices in accessing library services. It was concluded that students did not have skills of accessing library services using mobile devices and there was no proper internet infrastructure for mobile devices. The researcher recommended effective marketing and promotion of use of mobile devices and improvement of the WiFi connectivity to ensure increased usage of mobile devices to access library services.