NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

USER PERCEPTIONS, USE AND CHALLENGES IN ACCESSING ELECTRONIC RESOURCES IN ACADEMIC LIBRARIES: A STUDY OF ARRUPE COLLEGE LIBRARY
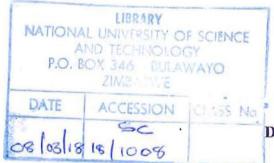
BY

Patricia Munemo
(N01521892Y)

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Academic Supervisor   **Dr T. Matingwina**

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ABSTRACT

Academic libraries have recognised the importance of electronic resources in line with the changing needs of the 21st century user, which are fast changing. Libraries have thus embraced the use of ICTs in investing in a range of electronic resources which facilitate research and play a complementary role to print library resources. However, underutilisation and users' poor perceptions remain a major concern for the Arrupe College Library. To establish the cause, a study was conducted to investigate user perceptions, use and challenges in accessing electronic resources at Arrupe College Library. The Technology Acceptance Model was adopted as the framework for analysis. The results supported that TAM is an effective model in understanding the use and adoption of technology. The study employed both qualitative and quantitative approaches. The research design used was a descriptive survey while the sampling technique was stratified random sampling using proportional representation to select participants from a student population of 118, whilst purposive sampling was used to select lecturers from a population of 29. Data was collected using the questionnaire technique for students and interview for lecturers, supplemented by the observation technique on the use of electronic resources. Statistical Package for the Social Sciences (SPSS) and content analysis were used to analyse the quantitative and qualitative data. The study revealed that awareness and usage was high, but not uniform across all electronic resources offered by the library. Users found ease of use and were satisfied with the service but expressed the need to expand e-resources particularly e-books. Findings also revealed that there was low intake of open access resources. The main challenge was inadequacy of e-resources, computers, awareness, and training. The study recommends that the library invests in more e-resources, particularly e-books, conducts more awareness and training, increase computers, and promote the use of open access.