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**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**

**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

**A SITUATIONAL ANALYSIS OF SERVICES PROVIDED TO STUDENTS WITH VISUAL  
IMPAIRMENT AT REFORMED CHURCH UNIVERSITY LIBRARY**

BY

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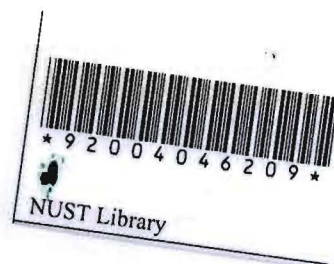
**LIBRARY AND INFORMATION SCIENCE**

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## ABSTRACT

The study sought to make a situational analysis of the services provided to students with visual impairment (VI) at the Reformed Church University (RCU) library. Specifically, the study determined the library services that are provided for the students with VIs at RCU, analysed the perceptions of students with VIs towards the provision of library services at RCU, determined the level of library use by students with VI at RCU, and examined the perceptions of students with VIs towards librarians and their provision of library services at RCU. The study employed a mixed methods research design, which used questionnaires and interviews as data collection tools. Results show that the most common form of library services provided to students having VIs provided at RCU were assistive devices such as recorders and computers installed with JAWS software. There were different perceptions towards the provision of library services at RCU and the respondents agreed that at RCU library there was the use of braille, computers and textbooks. There was low library usage by the respondents at RCU and the drivers for such a low usage included inadequate resources for use by students with VIs and the lack of skilled personnel who can assist the respondents. From the findings, librarians were perceived by the respondents as lacking skills which can be used to assist them in the library. The students with VIs were of the perception that the library was not accommodative of their disability hence the library was not inclusive. Based on the research findings it was recommended that RCU equips the library with more resources for the respondents, librarians go for retraining such that they can assist students with VIs and the library needs refurbishment for it to be inclusive to students with Visual impairments.