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NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

**THE CHALLENGES OF MODERNISING A PUBLIC LIBRARY IN ZIMBABWE:
A CASE STUDY OF BULAWAYO PUBLIC LIBRARY.**

BY

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ABSTRACT

The research focuses on the challenges of modernising a public library, Bulawayo Public Library. It is based on the ideology that public libraries are affected by information technology, thereby changing the way they create, organise, control and disseminate information. The term public library is taken to mean libraries that serve the general public and individuals, groups and organizations with special needs notably the underprivileged, the physically handicapped, patients and inmates of hospitals and other institutions such as old people's homes.

Librarians at Bulawayo Public Library filled in questionnaires and users were interviewed in a bid to gather details of how Bulawayo Public Library is carrying out the modernisation programme and the major difficulties being encountered in this process. As a result, the findings showed that users must be actively involved in the process of automating the library services.

Problems and challenges being faced by BPL were also pointed out to ensure that probable solutions are given. Solutions and recommendations were also given to ensure that the process of computerising BPL is achieved effectively and efficiently.