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**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**AN INVESTIGATION INTO THE EFFECTIVENESS OF THE BULAWAYO  
MUNICIPAL LIBRARIES IN THE PROVISION OF INFORMATION SERVICES  
TO THE DISABLED**

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## **ABSTRACT**

There are groups of information user communities who could be potential information users but are unfortunately disadvantaged due to a variety of reasons. Such groups include the disabled members of society. Their conditions pose obstacles to reading and library use and as such, they require 'special' attention with regards to the provision of library services. Library services to the disabled are of vital importance in order to combat the feeling of isolation so often experienced by these library users. The study was undertaken as an evaluative study to ascertain the effectiveness of the Bulawayo Municipal Libraries in the provision of information services to disabled members of society. The survey method was used to elicit information. Interviews, questionnaires and observation were the instruments the researcher used to collect data. The data collected revealed that the disabled members of society often utilise or attempt to make use of these library facilities although the libraries in question do not have in place special services to cater for the particular 'special' needs of disabled persons. The researcher closes the paper with recommendations that can be implemented by the municipal libraries of Bulawayo so as to cater for the information needs of disabled members of society and provide information access to all.