

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

**A STUDY INTO THE IMPACT OF THE PROVISION OF LIBRARY
SERVICES FOR THE VISUALLY IMPAIRED AT THE BULAWAYO
PUBLIC LIBRARY**

BY

**SIFUNDO GUMEDE
(N0031569D)**

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ABSTRACT

The rationale of the project was on the study into the impact of the provision of library services for the visually impaired at the Bulawayo Public Library. The researcher was interested in enunciating the pivotal role played by public libraries in liaising with other organisations in the provision of library services to the visually impaired users and how these responded in turn. The researcher also chronicled how authors and researchers argued and agreed on the provision of library services to the visually impaired persons by the public libraries. To asset that in relation to the study the researcher used the survey methodology through the use of questionnaires, interviews and observations as the major data collecting method. The researcher found out that the visually impaired persons mainly used Braille services and those who were less than the age of eighteen were the ones who visited the library most and those who were fifty-five years and above were the least. The users noted that they benefited in using the library services for their educational, recreational, informational and cultural needs although they faced problems with the entrance of the building, outdated collection, poor service delivery and few assisting devices. The library staff noted that the users were utilising the library and the National Council for the Blind was liaising with them. The researcher then made recommendations which included provision of user education to the visually impaired persons, marketing their services, having a new building for the braille library and also for the library to liaise with Southern African Federation of the Disabled (SAFOD) so as to improve its collection. Also the researcher recommended the users to use other library materials other than Braille.