

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

**An investigation of the changing roles of librarians in the Information Age:
The case of the Reserve Bank of Zimbabwe (RBZ) Library.**

BY

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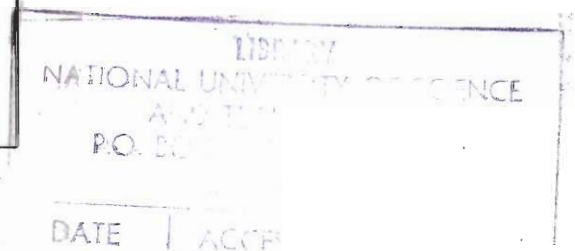
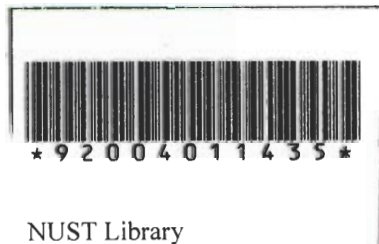
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ABSTRACT

In the Information Age, user needs and expectations are very high, rendering skills and consequently roles volatile as there are always newer and more complex technologies on the market. In this light, the study sought to investigate the new roles that librarians should embrace so that they remain relevant to the needs and expectations of their customers. Using the RBZ library as a case, the case study approach was used to obtain data from the library staff and the users. Five library staff were interviewed whilst twenty users responded to a questionnaire. Both categories were observed. The study revealed that most library staff lagged behind in terms of skills required to take active roles in the Information Age. In the face of dwindling library budgets, recommendations were made that encouraged the library staff to take the initiative and become active rather than passive users of technology. On going training on and off the job as well as effective marketing of services were viewed as some the closest options if librarians were to remain valuable.