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**AN INVESTIGATION OF THE CHALLENGES FACED BY CHRISTIAN LEADERSHIP
RESOURCE CENTRE IN INTEGRATING INFORMATION AND COMMUNICATION
TECHNOLOGIES TO ENHANCE INFORMATION SERVICES DELIVERY**

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BY

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**A RESEARCH PROJECT SUBMITTED TO THE NATIONAL UNIVERSITY OF
SCIENCE AND TECHNOLOGY IN PARTIAL FULFILMENT OF THE BACHELOR OF
SCIENCE HONOURS DEGREE IN**

IN

LIBRARY AND INFORMATION SCIENCE

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

BULAWAYO, ZIMBABWE



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Abstract

Having discovered a non utilised system at CLRC, this research sought to investigate the challenges faced by the organisation in integrating ICTs to enhance information services delivery. Review of related literature revealed that libraries that fail to fully embrace ICTs face the risk of losing patrons whose needs in this digital age have become technologically oriented. The case study research design was used; employing triangulation by using questionnaires, interviews, document analyses and observation to collect data from a sample of six staff and management. Patrons were excluded as the dimension the research took made them less significant. Findings revealed that the major challenges surrounding the non utilisation of the library were financial constraints and lack of expertise. Results also indicated that strategies employed that included the internship program and engagement of a consultant were inadequate. This study concluded that CLRC was not ready to implement the system and recommended the need for CLRC to hire experts, avail adequate financial resources and supporting policies for the successful integration of ICTs.