

**SPECIAL COLLECTION**  
**LIBRARY USE ONLY**

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**AN INVESTIGATION OF THE INFORMATION SEEKING BEHAVIOUR OF  
LIBRARY USERS AT THE RESERVE BANK OF ZIMBABWE LIBRARY,  
HARARE**

LIBRARY		
NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY		
P.O. BOX 346 BULAWAYO ZIMBABWE		
DATE	AC. ESSION	CLASS No
10/3/10	50 09/10/10	

**BY**  
**MUROYIWA ABTON**  
**(NO05 522A)**

**A RESEARCH PROJECT SUBMITTED TO THE NATIONAL  
UNIVERSITY OF SCIENCE AND TECHNOLOGY IN PARTIAL FULFILLMENT  
OF THE REQUIREMENTS FOR THE BACHELOR OF SCIENCE DEGREE**

**IN**  
**LIBRARY AND INFORMATION SCIENCE**

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**BULAWAYO, ZIMBABWE**

**YEAR: 2009**



**NUST Library**

## **Abstract**

The study sought to investigate the users' information seeking behaviour at the RBZ library using Eisenberg and Berkowitz's (1992) model of information seeking as the framework of analysis. The descriptive survey methodology was used with questionnaires, interviews and observation as the data gathering instruments. The study sample included 65 users and 4 library staff. A 96.9% return rate was obtained. The study found that users lacked the ability to use retrieval devices such as catalogues and indexes. Users also lacked knowledge and awareness of the information resources held by the library and the ability to utilise them. The study recommended that the library should incorporate continuous user training, market library resources and services to the users, improve on the arrangement of the library and developing high quality resources to the needs of users.