

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMUNICATION AND INFORMATION SCIENCE**  
**DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE**

**CLIENT EXPECTATIONS ON LIBRARY SERVICES: A CASE OF BISHOP ABEL  
TENDEKAYI MUZOREWA RESOURCE CENTRE**

**BY**

**Evans Mariwo**  
**(N007 0785C)**

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Mr N. Pasipamire

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## **ABSTRACT**

Following a chain of complaints about library services the study sought to investigate clients' expectations of the Bishop Abel Tendekayi Muzorewa Resource Centre. The review of literature revealed that clients' expectations serve as a guideline for integrated library development, planning of library services, and enrichment of existing collections. Users' expectations offer a means of defining a library's clientele, establishing levels of demand for various services and tailoring those services to meet the interests of the clientele. Trends in the review of literature also revealed that no library should function in total seclusion of its users' expectations because they are the basis upon which services can be improved in libraries. This study was conducted as a case study and the population under study were the users and staff of BATMRC. A qualitative research design was employed since the researcher sought to elicit clients' perceptions much of which was qualitative in nature. Twenty clients responded to the questionnaire, one staff member responded to the interview and the researcher also used observation to collect data. The main findings were that, clients expected more library services, well lighted, well ventilated and safe environment and modern facilities. The major recommendation given to BATMRC was that, it should introduce more services and they should be delivered in a prompt and effective manner for the benefits of its clients.