

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

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An evaluation of the Bulawayo Public Library's services in meeting users' needs.

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

Library and Information Science

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BULAWAYO, ZIMBABWE

YEAR: 2014

ABSTRACT

The study investigated the Bulawayo Public Library's services in meeting users' needs following a drop in the Bulawayo Public Library's subscriber base, a decline in circulation services and the financial challenges which were being faced by the library. The aim of the study was to find out the extent to which the Bulawayo Public Library's services were meeting users' needs. The LibQUAL model which measures service quality by assessing the gap between users' expectations and perceptions and the library services from the perspective of users and library staff was used to evaluate services. A convenience sample of 50 library users and 9 library staff was drawn and data was gathered using a LibQUAL questionnaire which was modified by the researcher, and an unstructured interview with one of the senior librarians. It was concluded that the library's services were not meeting users' needs as their perceptions of the library's services were exceeded by their expectations. A major recommendation which was made to the Bulawayo Public Library was that it should carry out user satisfaction surveys on an annual or bi-annual basis so as to address areas where there are service shortfalls.