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A Study of User Perceptions and Expectations of Library Services in the Knowledge Age: The Case of the Theological College of Zimbabwe Library

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ABSTRACT

In view of the underutilisation of library services at the Theological College of Zimbabwe this study was designed to investigate user perceptions and expectations of library services at the institution in light of the Knowledge Age. The understanding derived from literature review was that, the nature of modern library clientele demand fast and easy access to library services delivered through some electronic means such as the Internet. A survey within a case was used to obtain qualitative and quantitative data from interviews and questionnaires. The target population for the research constituted two librarians and 30 library users inclusive of TCZ staff members, General Readers (G.R) and TCZ students. The study revealed that the library users perceived library services at TCZ as outdated, they expected remote access to library services and users mainly used the Internet as an alternative source of information due to its speed and convenience. The research concluded that the TCZ library was lagging behind in terms of technology and the library did not have adequate funds to transit to a modern library. Recommendations to move from exclusively print library to a hybrid library were made to the TCZ library. The research also recommended that the Theological College of Zimbabwe as the parent institution should provide funding for the library services.