

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

**AN ASSESSMENT OF SERVICES OFFERED BY THE LUVEVE COMMUNITY
LIBRARY TO THE COMMUNITY**

BY

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**A RESERCH PROJECT SUBMITTED IN PARTIAL FULFILMENT OF THE
REQUIREMENTS OF THE BACHELOR OF SCIENCE HONOURS DEGREE**

IN

LIBRARY AND INFORMATION SCIENCE

Academic Supervisor

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BULAWAYO, ZIMBABWE

YEAR: 2015

**SPECIAL COLLECTION
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31/07/15	SC 15/777	



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ABSTRACT

Public libraries in Zimbabwe have faced a challenge of neglect since the collapse of the economy in 2007, which have resulted in little developmental progress taking place in libraries. Library services have greatly declined, resulting in few people using the library and recognising the importance of libraries within their surroundings. Library services have greatly declined resulting in few people using the library and recognising the importance of libraries within their surroundings. Luveve Community Library (LCL) has not been exempted from this challenge. This study sought to assess the services offered by LCL to the community in the context of Vroom's expectancy theory and the public library customer motivation model. The study used a mixed method research design which employed both qualitative and quantitative methods in gathering information on the situation faced by the LCL. Interviews and questionnaires were used in gathering data. Statistics, tables and figures were used to present and analyse data collected. The sample was made up of 40 participants, made up of 37 library users and 3 staff librarians. The study findings showed that the library has no infrastructure in place to support the use of technology. The library was facing the challenge of old and outdated books, which were termed irrelevant by some respondents. The library had no toilets and water taps which affected library users. It also lacked technological facilities such as computers, internet, WI-FI, printing and photocopying services and this affected the standard of services in the library. The library also lacked discussion rooms or common rooms, electrical sockets and air conditioner. Opening and closing hours clashed with students' school hours and the library had no active programmes for children. The study recommends that the civil societies, the community and the government should be concerned about the operation of libraries as they are there to ensure the development and wellbeing of the society.