

CHALLENGES FACED BY PUBLIC LIBRARIES IN DELIVERING SERVICES TO USERS:
A CASE STUDY OF KIGALI PUBLIC LIBRARY

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ABSTRACT

The study aimed at examining the challenges faced by Public Libraries in delivering services to the public. Chapter one contains background of the study, statement of the problem, purpose of the study, objectives of the study, research questions, scope of the study, significance of the study and definition of operational terms.

Chapter two reviews the literature that was carried out by different scholars and academicians in relation to the study. The study was guided by four objectives namely; to find out services offered by Kigali Public Library to the public, to find out the kind of information materials kept in Kigali Public Library, to establish the challenges faced/encountered during service delivery and to suggest possible solutions to the challenges. The researcher used three data collection instruments to acquire information from respondents namely; questionnaires, interview guides and observation. The collected data was be edited, recorded, entered into computer and analyzed with excel a Microsoft statistical package. The results were presented using tables. A total sample of fifty (50) respondents were considered for the study of which five (5) were administrators and forty-five (45) were clients of Kigali Public Library; the researcher used both simple random and purposive sampling in identifying the study sample.

Chapter four discussed the findings of the study and presented them indifferent forms. The findings were related to the set objectives and analysis using SPSS software.

In chapter five conclusions were made and recommendations were put across to improve Kigali Public Library.