

THE RELATIONSHIP BETWEEN RECORDS MANAGEMENT AND SERVICE DELIVERY
IN ACADEMIC LIBRARIES: A CASE STUDY OF KABALE UNIVERSITY LIBRARY.

BY

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ABSTRACT

The most outstanding aim of this study was to find out the impact of records management towards service delivery in Kabale University Library. The study was guided by three objectives of which were the basis of data collection and analysis.

The researcher used various research methods i.e. the methods that used in data collection and the included questionnaire method, interview methods, observation method and documentary review.

The collected data was analyzed using various software's that is Microsoft word and excel.

The researcher identified a number of library services, which include information processing, current awareness services, charging and discharging of information materials, user education and others. Records management was very important towards the provision of these services as they enable decision-making, library accountability, reference purposes, facilitated information access and historical purposes. However there are various challenges that were being faced by the library staff and management which included under staffing, inadequate funds and limited collection.

Finally, data was analyzed discussed and interpreted, conclusion, recommendations were made, and the researcher found out that records management had bigger hand towards service provision in Kabale University Library.