

## **Patrons' Perceptions of North West University- Mafikeng Campus Library – Implications for Service Delivery**

**P. S. Ndwandwe and O. I. Oladele**

*Graduate school of Business Studies, North -West University, Mafikeng Campus,  
South Africa*

*E-mail: oladele20002001@yahoo.com*

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**ABSTRACT** This paper investigated the perceptions of users towards library services of the North-West University Library at Mafikeng Campus. Data were collected by means of a questionnaire administered to students and staff in five faculties of the University. A sample of 150 students and 150 members of staff were used. The library services that were indicated in the questionnaire were those that impact on customer care such as circulations, information services, collection development, media and special collections and information access. The questionnaire was subjected to face validation and had a reliability coefficient of 0.88 using a split-half technique. The findings showed that the majority of students (males and females) were under the age of 30 years, engaged in undergraduate studies on full time basis in the various faculties. Members of staff were mostly adults with Masters and PhDs with work experience of one to forty years. The results also showed that both staff and students' perceptions of the library services were negative due to perceived lack of resources (books and journals), lack of training on library use, e-resources and incompetent staff. Significant difference existed in the constraints to information access ( $t= 2.344$   $p<0.05$ ) between staff and students. This study, therefore, suggested the introduction of user friendly retrieval system and timely acquisition of materials for staff and students in order to change the mixed perceptions about library services.