



**THE INFLUENCE OF INTEGRATED LIBRARY MANAGEMENT SOFTWARE
(ILMS) UTILIZATION ON SERVICE DELIVERY IN PUBLIC UNIVERSITY
LIBRARIES IN KADUNA STATE, NIGERIA**

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Email: magoijoshua@gmail.com**Abstract**

This study examined the influence of integrated library management software utilization for service delivery by public university libraries in Kaduna state, Nigeria. Research questions were raised to achieve the objectives of the study which is to discover the types and influence of Integrated Library Management Software (ILMS) utilization for Service Delivery in University Libraries in Kaduna State, Nigeria. Quantitative research methodology was adopted for this study using a cross-sectional survey design. A total of one hundred and sixty-five (165) copies of questionnaire were administered to the respondents, out of which one hundred and thirty-three (133) representing 81% were duly completed, returned and used for this study. Data collected were analyzed using descriptive statistic. The study found out that KOHA is the dominant library management software in use and that the influence of Integrated Library Management Software utilization on service delivery was low. The study therefore recommends that Managers and decision-makers of university libraries in Kaduna State should prioritize the use of both open source and proprietary Integrated Library Management Software for service delivery in all sections/units of their libraries by making a policy decision in favour of it. Also, Software vendors should be committed to give technical support after the installation of the software. This will ensure the continuity of the project. In addition to the above, public university libraries in Kaduna State should engage the services of Information Technology (IT) experts who will maintain and ensure the sustainability of the system for greater influence/impact on library services.

KEYWORDS: Influence, Integrated Library Management Software (ILMS), Service Delivery University Libraries, Utilization.

Introduction

Integrated Library Management Software (ILMS) provides numerous positive impacts to library administration and facilitates staff abilities to carry out their day to day library routine.

ILMS such as X-LIB, Virtua, Millennium, Concourse, KOHA and others have shown over time the possibility of integrating several sections/units of a library into a single system. Modules were usually developed within the ILMS to handle operations in each section of the library. For instance, the circulation module, cataloguing module, acquisition module, serial module, administrative module and others are parts of the ILMS used at the different sections of the library but are all part of the system.

It is therefore important to note that Integrated Library Management Software (ILMS) started in the late 1970s according to Akeroyd and Cox, (1999). This scholars (Akeroyd and Cox) said that, ILMS grew out of systems which had been developed to cope with one or more discrete functions within libraries. It then implies that integrated library management software is a key component of software requirement for library automation. According to Chow and Bucknail (2012) ILMS is an enterprise-level software package that manages, integrates and centralizes multiple core library functions and services. ILMS systems are designed to help libraries with three primary duties: increase operational efficiency, provide access to library's collection and provide access to external resources.

Statement of the Problem

The use of integrated library management software in libraries across the world has proved to reduce the workload for library staff in terms of classification, cataloguing, circulation, acquisitions and other operations. It has made cataloguing easier with the use of scanning technology employed on books barcodes, keeping track of library materials becomes easier than the manual methods. It has also helped to quickly identify inventory stock when budgeting for new library materials. It substantially increases the propensity of librarian's library and information resources management in libraries that deployed it.

Despite the huge benefits derivable from the use of ILMS for service delivery, a lot of Nigerian tertiary institution libraries particularly university libraries in Kaduna state have not achieve enhanced service delivery after the adoption of ILMS. This raises the question: could the unsatisfactory service delivery be attributed to underutilization or improper use of ILMS? It is in the light of the above, that this research is aimed at finding out the influence of integrated library management software for service delivery in public university libraries in Kaduna State.

Research Questions

1. What types of Integrated Library Management Software are utilized for Service Delivery in University Libraries in Kaduna state?
2. How do ILMS influences (Perceived Usefulness) Service Delivery in University Libraries in Kaduna state?

Objectives of the Study

1. To find out the types of Integrated Library Management Software utilized for Service Delivery in University Libraries in Kaduna state.
2. To find out how ILMS influences (Perceived Usefulness) Service Delivery in University Libraries in Kaduna state.

LITERATURE REVIEW

Integrated Library Management Software Available to University Libraries

The growth of Integrated Library Management Software (ILMS) is no doubt more visible in the 21st Century. Many university libraries now make use of the available ILMS to render services to library users. Several integrated library management software have penetrated the Nigerian libraries. The early generations of integrated library management software were not user friendly and interactive. This made it difficult to use by library staff, though they were more efficient than the paper systems libraries had been using for generations. (Olatunji & Tihamiyu, 2022).

Oyovwe-Tinuoye and Omosekejimi (2022) said the list of available ILMS includes: Micro CDS/ISIS (free), Library Plus (which replaced x-lib software), Green Stone Software, Graphical Library Automation System (this replaced The Information Navigator Library Software, TINLIB), Alice for Windows Software and Alexandra, others are: Docuware, Strategic Library Automation Management (SLAM), Liberty 3 Software and Microsoft Access Software. Concourse Book System and Atrium are proprietary library management software. Most integrated library management software separate functions into discrete programs called modules, each of the modules integrate within a unified interface.

Adamu, Ibrahim and Gbaje (2020) alluded to the fact that many Integrated Library Management Software (ILMS) packages are available to Nigerian libraries. These according to them includes Liberty, LIBS+(X-Lib), CDS/ISIS, TINLIB, GLASS, Alice for Windows, Innovative Millennium, Virtua, KOHA, Voyager and most recently NewGenLib. Muller

(2011) stated that integrated library management software is multifunction, adaptable software applications that allow libraries to manage their daily tasks in a more efficient way.

Olakoge and Kolawole (2019) submitted that the integrated library management software that have been introduced into the Nigerian University libraries includes: Alice for Windows, Web-Based Integrated Library System (WEBLIS), The Information Navigator Library Software (TINLIB), Automated Library (AUTOLIB), Graphic Library Automation System (GLAS), Koha, Automation of Libraries and Centres of Documentation (ABCD), Integrated Library Management System, Evergreen Software, NewGenLib, Computer Documentation System/ Integrated Set of Information Systems (CDS/ISIS). Due to the limitation of some software, many libraries had migrated from one software to another in order to improve performance and service efficiencies (Ajani & Buraimo, 2022).

The use of ILMS started in Nigeria in the mid-1970s and early 1980s, when three notable universities – the University of Ibadan, the University of Lagos and Ahmadu Bello University, Zaria - started computerization. The National University Commission (NUC) presented a microcomputer and local area network together with the Information Navigator (TINLIB) software to 20 academic libraries in Nigeria (Uzomba, Oyebola, & Izuchukwu; 2015). Due to the efficiency in library operations and services as a result of using this software, many other academic libraries now began to introduce automation. In 1980 Ahmadu Bello University (ABU) library in Zaria also started, while in the year 1990, the University of Jos library joined in the automation movement.

As reported earlier, the University of Ibadan Library started library automation with TINLIB in 1994, as did the Federal University of Agriculture Abeokuta, but later migrated to the GLAS software. Olabisi Onabanjo University library in Ogun State started automation in 2000 using Alice for Windows software but they later migrated to Koha (Adegbore; 2010). A notable private university, Bowen University, started library automation in 2007 using Koha Integrated Library Systems Software (Otunla & Akanmu–Adeyemo; 2010).

A review of literature on ILMS by Kari and Baro (2014) in Nigerian academic libraries reveals that most libraries depend on free and donated software. For example, the University of Ibadan Library started with CDS/ISIS that was developed and distributed freely by UNESCO in 1993. In 1994, the library migrated to TINLIB which was introduced by the World Bank Project in 1994-1995. Citing a study carried out by Bozimo (2006) findings reveals that 92.3 per cent of

the 13 federal universities studied were using TINLIB for their automation projects, while 15.4 per cent of the universities were using CDS/ISIS. The reason for the prevalent use of TINLIB was because the NUC made the software available for universities under the World Bank intervention loan package to Nigerian Universities (Bozimo, 2006). This software, according to Bozimo, did not carry the universities very far.

Similarly, Imo and Igbo (2011) attributed the discontinuation of TINLIB by Ibadan University to the need for change in the operating system from DOS to Windows. DOS-based software lack flexibility and were incapable of performing the advanced functions required for delivering smooth library services. By 2004, Ibadan acquired ALICE for Windows. Although the software was Windows-based, it did not meet their needs because it was not MARC 21-compliant and, as a result, it had no interface for sharing resources. Oduwole *et al.* (2003) reported that the choice of TINLIB was made by the Committee of University Librarians of Nigerian Universities (CULNU) because there were modules for acquisitions, cataloging, serials control, circulation and report generation, all of which operate as an integrated unit. The above scholars noted that the task of choosing a software package for a library is often difficult because the package must be sufficiently powerful and versatile to cope with all library processes and, at the same time, be user friendly.

Alam and Mezbah-ul-Islam (2020) reported that Koha is the first and most extensively used open source ILMS which is free library management software with source code under the "General Public License" (GPL). Katipo Communications of New Zealand developed the Koha software in 1999 which went live for the first time in January 2000. Koha includes such modules as acquisition, cataloging, OPAC, circulation, Inter-Library Loan, serials control, patron management, and report generation modules. It has two Graphical User Interfaces (GUIs) - one for users, and another for staff. However, as the technology advances, other ILMSs begin to emerge. This include: Concourse, Atrium, Virtua, NewGenLib and SLAM.

Also, Hamisu (2021) in his literature review cited Kari and Baro, (2014) who studied the use and challenges of integrated library management software in Nigerian universities. Purposively, the study selected 124 universities. And the findings revealed that majority of Nigerian libraries, about 67% use KOHA library software. Another reasonable percentage of the libraries used SLAM (Simultaneous localization and mapping) and VIRTUA software. The VIRTUA in particular was found highly versatile and internet-based, flexible, user-friendly,

customizable, time-saving, and it MARC21 (Machine-Readable Cataloguing) compliant interface aids in sharing resources.

Influence of Integrated Library Management Software on Service Delivery

The influence of Integrated Library Management Software in managing library operations has been highlighted by several scholars. Oyovwe-Tinuoye and Omosekejimi (2022) posited that “the importance of integrated systems in library activities such as cataloguing, circulation, acquisition and serials management, etc. is no longer arguable as libraries all over the world have realized the need to shift from their analog practices into integrated systems operations.”

Alluding to the above fact, Uzomba, Oyebola and Izuchukwu, (2015) stated that “academic libraries in Nigeria are changing from their isolated practice into integrated systems through the advent of computers.” Olakoge and Kolawole (2019) opined that the major advantages of using an ILMS system to manage libraries include the following: “it encourages ease of use of library resources, allows highly-secured cloud data management, allows mobile access, and enhances reporting and monitoring among others.”

Ashikuzzaman, (2014) commenting on the advantages of an integrated library system opined that ILMS helps to eliminate duplication of efforts of creating and maintaining multiple copies of bibliographic records, reduction in errors as a result of entering of records once. Stressing the great influence of using ILMS in libraries, Ajani and Buraimo (2022) in their findings submitted that the management of academic libraries should as a matter of urgency seek the support of their parent body’s management in terms of funding to acquire and install integrated library management software that will compete favorably with first class libraries in the world to further enhance service delivery for both library personnel and library patron alike.

ILMS provides many impacts towards library’s activity and facilitates staff in performing their daily functions. One area of major improvement when libraries use ILMS is seen in the ability to speed up performance. According to Archana, Padmakumar and Beena (2014), “library can save a lot of efforts in doing their work because ILMS has the ability to download the MARC record from other institutions and upload it into the library’s databases. This shows a reduction of effort for the Cataloguing Unit.

MyEdu (2019) also posited that Library management systems facilitate the administrators to keep an eye on the library department’s all functions. Also, it enables

librarians and users to save time on daunting tasks and enhances efficiency. By using this sort of library management system, the school management would be able to follow the work outline and fineness of different librarian's capabilities. Additionally, they get an opportunity to know how well-maintained the record of issued books and collection is. The librarian and the administration department can access various reports to implement new improvements.

A study carried out by Oyovwe-Tinuoye and Omosekejimi (2022) revealed the benefits or influences of ILMS to include: users access to books and other materials in the library, allows for round the clock library services, helps to know a documents reservation status, bring the library closer to the users, helps to know easily the total number of books held in a library, to know a document return date or date of availability in the library, allows for easy borrowing of library materials, auto-renewal of borrowed book is easy and fast, helps to know the position of a particular title held by the library, helps to know the position of a particular materials on the shelf and helps to ascertain if a book is present in the library or not. Onyebuchi, Daniel, Chima and Udoaku (2015), aligning themselves with other scholars on the influence of library software reported that ILMS has brought about easy access and retrieval of information resources, saves the time of patrons, helps in keeping track of the location of items in the library, and also leads to increase in the speed of accomplishment and accuracy of library tasks. The authors also reported a positive relationship between automated cataloguing and circulation systems and library services.

RESEARCH METHODOLOGY

The research methodology adopted for this study is quantitative research methodology. A cross-sectional survey research design was adopted for this study. A survey research provides a quantitative or numeric description of trends, attitudes, or opinions of a population by studying a sample of that population. From sample results, the researcher generalizes or draws inferences to the population (Creswell, 2014). The sample size for this study comprised of one hundred and sixty-five (165) staff from four (4) public university libraries in Kaduna State, Nigeria that have adopted integrated library management software for library automation processes of their operations and services. The instrument used for data collection is questionnaire. A self-developed closed-ended structured questionnaire was used to collect data from the respondents that formed the sample in the study. The set of questionnaire was designed to collect data from the different sections/units of the university libraries that formed the population of the study. Five points Likert-Scale of measurement was used for assessing the influence of Integrated Library Management Software utilization on Service Delivery in

university libraries. The Mean Benchmark 3.0 was used. The Benchmark was established using the value of the five (5) points Likert scales rating from 5,4,3,2 and 1. The mean formula used to obtain 3.0 is $\bar{X} = 5+4+3+2+1/5 = 15/5 = 3$. Thus, the 3.0 mean benchmark was used. The data collected from the field were analyzed using the Statistical Package for Social Sciences (SPSS) IBM version 25.

RESULTS OF THE STUDY

Type(s) of Integrated Library Management Software Available to University Libraries in Kaduna State.

The first research objective of this study was to find out the Type(s) of Integrated Library Management Software Available to University Libraries in Kaduna State. Table 4.2 showed the information received from respondents.

Table 1.1 Type(s) of ILMS available to University libraries in Kaduna State

Type(s) of ILMS	AFIT				KIL				NDA				KASU				Total		
	NA	%	Av	%	NA	%	AV	%	NA	%	Av	%	NA	%	Av	%	Total	NA	Available
Alice for windows	24	18.1	0	0.0	45	33.8	13	9.8	14	10.5	0	0.0	32	24.1	5	3.8	133	86.5	13.5
Atrium	24	18.1	0	0.0	58	43.6	0	0.0	14	10.5	0	0.0	37	27.8	0	0.0	133	100.0	0.0
CDS/ISIS	23	17.3	1	0.8	56	42.1	2	1.5	14	10.5	0	0.0	31	23.3	6	4.5	133	93.2	6.8
Concourse Book System	24	18.1	0	0.0	57	42.9	1	0.8	14	10.5	0	0.0	37	27.8	0	0.0	133	99.3	0.8
E-Lib	14	10.5	10	7.5	41	30.8	17	12.8	7	5.3	7	5.3	25	18.8	12	9.0	133	65.4	34.6
Evergreen	24	18.1	0	0.0	57	42.9	1	0.8	13	9.8	1	0.8	37	27.8	0	0.0	133	98.5	1.5
G-IASS	24	18.1	0	0.0	56	42.1	2	1.5	14	10.5	0	0.0	37	27.8	0	0.0	133	98.5	1.5
KOHA	24	18.1	0	0.0	3	2.3	55	41.4	2	1.5	12	9.0	7	5.3	30	22.6	133	27.1	72.9
Liberty	24	18.1	0	0.0	58	43.6	0	0.0	11	8.3	3	2.3	29	21.8	8	6.0	133	91.7	8.3
Libinfo	24	18.1	0	0.0	58	43.6	0	0.0	13	9.8	1	0.8	30	22.6	7	5.3	133	94	6.0
Libsy	24	18.1	0	0.0	57	42.9	1	0.8	14	10.5	0	0.0	30	22.6	7	5.3	133	94	6.0
Millennium	24	18.1	0	0.0	58	43.6	0	0.0	14	10.5	0	0.0	33	24.8	4	3.0	133	97	3.0
NewGenLib	24	18.1	0	0.0	58	43.6	0	0.0	14	10.5	0	0.0	31	23.3	6	4.5	133	95.5	4.5
SOUL	24	18.1	0	0.0	58	43.6	0	0.0	14	10.5	0	0.0	37	27.8	0	0.0	133	100.0	0.0
Strategic Lib Automation	24	18.1	0	0.0	56	42.1	2	1.5	14	10.5	0	0.0	33	24.8	4	3.0	133	95.5	4.5
Tin-Lib	24	18.1	0	0.0	54	40.6	4	3.0	14	10.5	0	0.0	29	21.8	8	6.0	133	90.9	9.0
Virtua	24	18.1	0	0.0	38	28.6	20	15	14	10.5	0	0.0	32	24.1	5	3.8	133	81.2	18.8
X-Lib	24	18.1	0	0.0	53	39.9	5	3.8	14	10.5	0	0.0	34	25.6	3	2.3	133	93.9	6.0

Source: Field Survey, 2024. Key: AFIT= Air Force Institute of Technology; KASU= Kaduna State University; KIL= Kashim Ibrahim Library; NDA= Nigerian Defense Academy; %= Percentage; NA= Not Available; Av= Available

Findings on unit by unit basis on available ILMS to the studied public university libraries in Kaduna State revealed that; in AFIT, ten (10) respondents representing 7.5% ticked that E-Lib is available in the library, while one (1) respondent representing 0.8% affirmed that there is CDS/ISIS in AFIT library. In KIL, fifty-five (55) respondents representing 41.4% said KOHA is available, while twenty (20) respondents representing 15% said Virtua is available, and another seventeen (17) respondents representing 12.8% agree that E-Lib is available in KIL. Results from NDA revealed that KOHA and E-Lib are available with twelve (12) and seven (7) respondents representing 9% and 5.3% respectively. From KASU, findings showed that thirty (30) respondents representing 22.6% choose KOHA as the available ILMS while another twelve (12) choose E-Lib as the available ILMS in KASU.

Table 1.1 indicates the types of Integrated Library Management Software that are available to studied public university libraries in Kaduna State. Among the once available are KOHA which has the highest scores of 72.9%, followed by E-Lib with 34.6% and then Virtua scoring the third highest scores of 18.8%. On the other hand, Atrium, Concourse Book System and SOUL were very unpopular with university libraries in Kaduna State with respondents showing 100%, 99.3% and 100% none awareness of these Integrated Library Management Software in their libraries respectively. Apart from AFIT where most of the respondents picked E-Lib as the available ILMS, majority of respondents from KIL, NDA and KASU selected KOHA as the most available ILMS in their libraries.

Findings shows KOHA having the highest scores which may not be unconnected with the fact that it is an open source and can handle a large collection without the need for annual subscription which must library's budget cannot handle. KOHA is an open source software with the ability to index documents for easy search, retrieval and archiving bibliographic databases for online access. Its design architecture accommodates communication standard and

cataloguing tools such as MARC I & II and Z39.50. Koha being a foremost library automation software aside the fact that it is open and free, the advantages of open source is numerous compared with proprietary software. This could be a reason for the wide adoption in both developed and developing countries’ public and academic libraries. KOHA for example enhances community participation. It is reliable because of the access to source code, flexible for modification to suit specific needs, it involves little or minimal expenses (Ajani & Olayinka, 2022).

The implications of this finding is that, academic libraries will continue to patronize KOHA Integrated Library Management Software because it is an open source and free, and can handle most of the library routine services, unlike the proprietary software that requires annual subscriptions (though would be handy to provide technical support when need be). The choice by academic libraries to adopt KOHA as their primary software for service delivery in Kaduna State implies that they must build up a strong technical support team to install, maintain and sustain the system for efficient and consistent service delivery.

Influence of Integrated Library Management Software (ILMS) (Perceived Usefulness) on Service Delivery in University Libraries in Kaduna State

The second research objective is to find out how ILMS influences (Perceived Usefulness) service delivery in University libraries in Kaduna State. This is to ascertain the level of impact of ILMS use in university libraries in the table using the five Likert scale of measurement: Very High Influence = VHI; High Influence = HI; Very Low Influence = VLI; Low Influence = LI; Undecided = U to analyze the responses of the respondents. The result of the investigation is shown in Table 1.2 below:

Table 1.2 Influence of Integrated Library Management Software (ILMS) (Perceived Usefulness) on Service Delivery in Public University Libraries in Kaduna State

Area of Influence	AFIT				KIL				NDA				KASU				TOTAL		Av. Mean
	U	LI	HI	Mean	U	LI	HI	Mean	U	LI	HI	Mean	U	LI	HI	Mean	T	∑ Mean	
Processing of library Materials	0	5	19	2.8	7	6	45	2.7	1	1	12	2.8	1	0	36	2.9	133	11.2	2.8
Acquisition of library materials	2	8	14	2.5	11	14	33	2.4	1	3	10	2.6	0	0	37	3.0	133	10.5	2.6
Serial Control Management Services	5	4	15	2.4	13	14	31	2.3	2	6	6	2.3	1	1	35	2.7	133	9.9	2.5

Answering Users Questions Online	4	8	12	2.3	13	18	27	2.2	1	6	7	2.4	1	3	33	2.6	133	9.9	2.5
Saves the Time of Staff and Patrons	3	6	15	2.5	15	11	32	2.3	3	2	9	2.4	0	7	30	2.3	133	10.0	2.5
Administrative Library Services	6	5	13	2.3	21	14	23	2.0	2	4	8	2.4	0	6	31	2.4	133	9.6	2.3
Reservation of Books and helps to know document status	9	6	9	2.0	14	15	29	2.3	4	2	8	2.3	0	6	31	2.4	133	9.4	2.4
Electronic/Digital Services	7	5	12	2.2	11	5	42	2.5	1	2	11	2.7	0	4	33	2.6	133	10.4	2.6
Improve the Morale of Staff	5	14	5	2.0	23	9	26	2.1	3	1	10	2.5	0	6	31	2.4	133	9.4	2.3
Enhance Easy Access and Retrieval of Information	9	6	9	2.0	16	7	35	2.3	2	0	12	2.7	0	8	29	2.2	133	9.8	2.4
Accuracy and Efficiency of library tasks	3	7	14	2.5	18	5	35	2.3	2	2	10	2.6	0	9	28	2.1	133	10.1	2.5
Helps the Head to Monitor & Supervise Workflow of Staff	6	12	6	2.0	15	12	31	2.3	3	1	10	2.5	0	5	32	2.5	133	9.6	2.4
Allows for round the clock library services	5	12	7	2.1	19	16	23	2.1	1	3	10	2.6	1	7	29	2.2	133	9.6	2.3

Source: Field Survey, 2024. **Key:** AFIT= Air Force Institute of Technology; KASU= Kaduna State University; KIL= Kashim Ibrahim Library; NDA= Nigerian Defense Academy; HI= High Influence; LI=Low Influence; U=Undecided; T=Total; \sum mean= Summation of Mean; Av. Mean= Average Mean.

Table 1.2 reveals results for the level of influence of ILMS in studied public university libraries in Kaduna State as follows: **AFIT** - Processing of library Materials 2.8, Acquisition of library materials 2.5, Accuracy and Efficiency of library tasks 2.5, and Saves the Time of Staff and Patrons. **KIL** - Processing of library Materials 2.7, Electronic/Digital Services 2.5, Acquisition of library materials 2.4. **NDA** - Processing of library Materials 2.8, Electronic/Digital Services 2.7, Enhance Easy Access and Retrieval of Information 2.7, Acquisition of library materials 2.6, Accuracy and Efficiency of library tasks 2.6. **KASU** - Acquisition of library materials 3.0, Processing of library Materials 2.9, Serial Control Management Services 2.7 respectively.

Table 1.2 reveals the level of influence of Integrated Library Management Software (ILMS) (Perceived Usefulness) on service delivery in university libraries in Kaduna State. Taking the average mean benchmark of 3.0 into consideration, all the areas considered fell below the benchmark. The responses of the respondents on the level of influence of Integrated Library Management Software on service delivery in university libraries in Kaduna State were as follows: Processing of library Materials 2.8; Acquisition of library materials 2.6; Serial Control Management Services 2.5; Answering Users Questions Online 2.5; Saves the Time of

Staff and Patrons 2.5; Administrative Library Services 2.4; Reservation of Books and helping to know document status 2.4; Electronic/Digital Services 2.6; Improve the Morale of Staff 2.3; Enhance Easy Access and Retrieval of Information 2.4; Accuracy and Efficiency of library tasks 2.5; Helps the Head to Monitor & Supervise Workflow of Staff 2.4; and Allows for round the clock library services 2.3 respectively.

The below mean average recorded from this research finding could be attributed to the low extent of utilization of the ILMS by the libraries investigated which was also a product of inadequate skills by library personnel to optimally utilize available library software. The result from this study contradicts the position of Oyovwe-Tinuoye and Omosekejimi (2022) who posited that “the influence/importance of integrated systems in library activities in areas such as cataloguing, circulation, acquisition and serials management, etc. is no longer arguable as libraries all over the world have realized the need to shift from their analog practices into integrated systems operations.” Alluding to the above, Olakoge and Kolawole (2019) opined that the major advantages and or influences of using an ILMS system to manage libraries include but not limited to the following: “it encourages ease of use of library resources; allows highly-secured cloud data management; allows mobile access; and enhances reporting and monitoring among others.”

There is no doubt that the use of ILMS has brought about easy access and retrieval of information resources, saved the time of users, helped in keeping track of the location of items in the library, and also led to increase in the speed of accomplishment and accuracy of library tasks. For university libraries in Kaduna State to be impacted or influenced in a similar manner, it then implies that they must integrate the use of ILMS fully into their daily operations.

Summary of Findings

1. KOHA is the dominant Integrated Library Management Software being used in university libraries in Kaduna State for service delivery with 79.5% of the total scores. This is followed by E-Lib with 22.7%, and then Virtua with 14.3% as the most three (3) ILMS being used by university libraries for service delivery in Kaduna State.
2. Findings reveals that the level of influence of Integrated Library Management Software (ILMS) (Perceived Usefulness) on service delivery in university libraries in Kaduna State in all areas examined were below average.

Conclusion

The influence of integrated Library Management Software on service delivery in libraries can never be over stressed. The main thrust of every library is to adequately cater for the information needs of its users. If these needs are to be met effectively, then the adoption and full utilization of all the modules of ILMS for enhanced service delivery in our libraries through the acquisition of necessary software and hardware equipment and not ignoring the proper training of the manpower that will run and sustain the system is not optional but mandatory.

Maximum support should be given at every point to ensure proper funding of library automation projects and consistency in data subscription and standby power supply.

Recommendations

1. Managers and decision-makers of public university libraries in Kaduna State should prioritize the use of Integrated Library Management Software for service delivery in all sections/units of their libraries by making a policy decision in favour of it. They should be enlightened by the IT Section of the NLA to use Atrium, Evergreen, G-Glas, Millennium, SOUL, NewGenLib, and Strategic Lib Automation Mgt. for service delivery in Kaduna State.
2. Software vendors should be committed to give technical support after the installation of the software. This will ensure the continuity of the project. In addition, public university libraries in Kaduna State should engage the services of Information Technology (IT) experts who will maintain and ensure the sustainability of the system for greater influence/impact on library services.

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