

IMPACT OF LIBRARY APPLICATION SOFTWARE UTILIZATION ON SERVICE EFFICIENCY IN UNIVERSITY OF MKAR, MKAR, BENUE STATE

BY

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Abstract

This study assessed the impact of library application software utilization on service efficiency at the University of Mkar, Mkar, Benue State. With increasing demands to meet the information needs of students and staff, the integration of library application software is essential for enhancing library operations and service delivery. The research examined the types of software available for use by library staff, the extent of their utilization and the challenges faced in effectively using these tools. The study employed a descriptive survey design, collecting data through structured questionnaires from the entire population of 22 professional and para-professional library staff at the University of Mkar. Descriptive statistics including frequency, percentage, mean and standard deviation were used to analyze the data. The findings revealed that while some software packages such as Koha and WorldShare Management Services were widely utilized, others like Greenstone and FOLIO showed minimal engagement. Major challenges identified included insufficient hardware, lack of training, poor connectivity, and resistance to change. These barriers hindered the full potential of library software, affecting service efficiency and user satisfaction. The findings emphasize the need for targeted professional development programs and overcoming infrastructural and technological limitations. The study recommends increased staff training, infrastructure improvement, and addressing resistance to technology adoption to enhance library service delivery. By addressing these challenges, the further recommend that the University of Mkar can better leverage library application software to support academic research and learning, ultimately improving overall service delivery and academic productivity.

Keywords: Library Application Software Packages, Library Staff, Service Delivery, Software Utilization

Introduction:

University libraries play a pivotal role in supporting academic research, enhancing learning and managing the vast array of information resources available to students and staff. In the digital age, the ability to efficiently store, retrieve and manage this information has become increasingly complex, demanding modern solutions. One such solution is the integration of library application software packages, including Integrated Library Systems

(ILS), which facilitate the automation of library functions such as cataloging, circulation, acquisitions and resource management. These software systems streamline operations, improve resource accessibility and enhance the overall user experience, making them essential tools for the modern academic library.

The growing reliance on digital tools in libraries is not only a response to the increasing volume of information available but also a necessity for effective service delivery. As highlighted by Solomon, Onwuesi and Ijeh (2022) the vast amounts of data in today's academic environment demand the use of software systems that can simplify management processes. Traditional methods of library management, although effective in their time have become inefficient as the volume and complexity of academic resources have expanded. Sambe, Wannune, Idachaba and Mwuese (2015) further emphasized that universities must adopt these digital tools to meet the evolving needs of students and faculty, ensuring that libraries remain responsive and effective in their mission to support academic success.

Despite the benefits and growing adoption of these systems, there remains a gap in the effective utilization of library application software in many university libraries, particularly in certain regions, including Benue State. While both proprietary and open-source library software packages are available enabling libraries to manage cataloging, searching, acquisitions and circulation, the successful implementation of these systems depends heavily on staff training and awareness. Research by Abu and Okarfor (2023) and Okiki and Durodolu (2018) suggested that many library staff members are either not fully trained or unaware of the full potential of these systems. Without adequate training, library personnel may struggle to leverage the software's capabilities, thus hindering the overall efficiency and service quality.

To bridge this gap, training programs, workshops and orientation sessions are essential in equipping library staff with the necessary skills and knowledge to effectively use these tools. As Abdulrahman, Saidu, Nuhu and Yahaya (2024) argue that training is crucial to ensuring that library personnel can maximize the potential of library application software, ultimately leading to improved service delivery and user satisfaction. Moreover, as Kari and Baro (2014) observed that the integration of these systems not only enhances resource management and cataloging but also contributes to a more dynamic and user-centered library environment. However, without sufficient staff understanding and engagement with these tools, libraries may fail to realize their full potential.

As university libraries, such as the University of Mkar, increasingly adopt digital tools, addressing the challenges in software utilization is crucial. Ensuring that library staff are adequately trained and equipped to use these systems will enable libraries to better serve their academic communities, enhance the research process and meet the evolving needs of students and faculty alike.

Statement of the problem

University libraries are increasingly expected to utilize modern library application software to streamline operations, improve access to information, and enhance overall service delivery. Tools such as Integrated Library Systems (ILS) and digital resource management software are designed to optimize key functions like cataloging, circulation, acquisitions, and resource management. However, the University of Mkar, Benue State, faces a significant gap in the effective utilization of these tools. This underutilization is primarily due to insufficient training and awareness among library staff regarding the full capabilities of the software.

As a result, several challenges persist, including delays in information retrieval, difficulty accessing resources and inadequate support for academic research, which

negatively impacts the overall user experience and academic success. The lack of full adoption of library software also hinders the library's ability to keep pace with evolving technological advancements, which is crucial for maintaining a high standard of education. Addressing this gap by assessing the utilization of library application software and focusing on staff training is essential for improving service delivery, supporting academic research, and ultimately enhancing the learning environment at the University of Mkar.

By identifying specific training needs and obstacles in software adoption, this study seeks to provide actionable strategies for improving the utilization of library application software. These strategies aim to streamline library operations, foster better resource management and enhance the academic experience for both students and faculty at the University of Mkar. Ultimately, improving the use of these technologies will contribute to more effective library services, supporting academic productivity and growth.

Research Questions

1. What types of library application software packages are available for utilization among staff in University of Mkar, Mkar, Benue State library?
2. To what extent do library staff utilize library application software packages for enhanced service delivery in University of Mkar, Mkar, Benue State library?
3. What challenges do staff face in effectively utilizing library application software packages in University of Mkar, Mkar, Benue State library?

Review of Related Empirical Studies

This section of the study reviewed the theoretical framework, conceptual framework, past studies by other researchers that are in line with the study, the similarities and differences between the past and present study are highlighted

Theoretical framework

Resource-Based View (RBV) Theory: Originally proposed by Birger Wernerfelt (1984) and later developed and refined by Jay B. Barney (1991) and other scholars. The Resource-Based View (RBV) Theory posits that an organization's resources, including technological tools, are critical to its efficiency and competitive advantage. In the context of university libraries, RBV helps explain how effectively utilizing library application software can improve service efficiency, resource management, and academic support. By leveraging these technological tools, libraries can optimize operations like cataloging and information retrieval, ultimately enhancing overall performance. The theory underscores the importance of well-managed technological resources in boosting service efficiency, a concept explored in this study at the University of Mkar.

Conceptual

Library staff are essential to transforming libraries into user-centered hubs of learning and community engagement. According to Okere (2022), library staff are professionals responsible for managing and disseminating information and services to patrons. Rajasekaran *et al.* (2023) describe them as key figures who oversee library operations, resources, and personnel, ensuring that information seekers have access to the necessary resources. The roles of library staff vary by rank, with Professional Library Staff (Librarians), typically holding advanced degrees like a Master's in Library Science (MLS/MLIS), overseeing various operational aspects, managing collections, and conducting reference services (Alcober, 2022). These professionals may specialize in areas such as cataloging or digital libraries. An example is the Acquisition Librarian, who, as noted by Ugwu and Ekere (2021) is responsible for acquiring new library resources, including books, journals and digital media.

Library Application Software Packages: These refer to collections of software tools specifically designed for use in libraries. Yaya (2023) noted library application software packages can help with managing library collections (cataloging and checking in and out materials), handling patron data and providing access to digital resources. Bassey (2016) listed library application software packages to include integrated library systems (ILS) like Sierra, Alma or Koha and may also include digital repository software, e-book management tools and more.

Service Delivery: This term refers to the ways in which library services are offered to Patrons. According to Vanen, Joseph and Joseph (2024) observed that service delivery can encompass a range of services, including access to physical and digital collections, reference help, programming (like educational or community events) and research assistance. On the other hand, Uloaku (2017) stated that service delivery can take place in person, through digital platforms or in hybrid formats and it can involve various strategies and tools to meet the needs of library users effectively.

Software Utilization: This term refers to how effectively library staff and patrons use library application software packages. Shehu, Urhefe and Aworo (2015) noted that software utilization includes the adoption of specific tools, training of library staff on those tools and ensuring that software is being used to its full potential. Nwachukwu, Asiegbu and Ogwo (2014) noted that software utilization may also cover assessing whether the software meets the needs of the library, if it's user-friendly for patrons and if the library is maximizing its investment in software solutions.

Empirical Studies

Kari and Baro (2014) conducted a study on the use of library software in Nigerian university libraries, focusing on the challenges encountered in library automation projects.

Their research used a descriptive survey method, gathering data through questionnaires from 32 university libraries across Nigeria. The study revealed that Nigerian university libraries commonly use library software such as KOHA, SLAM and VIRTUA, but face significant challenges, including a lack of skilled personnel, insufficient funding, inadequate technology infrastructure and unreliable power supply. These findings highlighted the barriers that hinder the full utilization of library application software in Nigerian universities. Although the current study shares similarities with previous work in its focus on library application software and its potential to enhance service delivery, it differs in terms of geographical scope and research design. While the previous study took a national approach, examining 32 university libraries across Nigeria, the present study focused specifically on four universities in Benue State, offering a more localized and detailed analysis. The present study involved 22 library staff, including both professional and para-professional staff, and aims to explore regional dynamics that may differ from national trends. By narrowing its scope, this study filled the gap in understanding how library software is utilized at the state level, taking into account the unique challenges and resources specific to Benue State's universities.

Faga and Obaje (2024) explored the use of internet services by library staff for service delivery at Benue State University, Makurdi, using a descriptive survey research design. The study targeted all 153 library staff members, collecting data through a structured questionnaire. Analysis of the data revealed that internet services were extensively used across various library functions, including acquisition, cataloguing, reference, inter-library loans, and resource sharing. However, the study also identified challenges hindering internet service utilization, such as lack of maintenance culture, erratic power supply, high connectivity and maintenance costs, technology obsolescence, limited computer literacy, poor funding, low bandwidth, and copyright/access issues. The study concluded that despite these

challenges, internet services were effectively utilized to enhance library service delivery at Benue State University Library.

The previous study on the use of the internet by staff for library service delivery at Benue State University identified key areas of internet service utilization but focused primarily on the broader aspects of internet use for various library services, without specifically addressing the awareness and utilization of library application software. The present study by contrast, delves into the impact of library application software awareness and its direct influence on service efficiency at the University of Mkar, Mkar. While the previous study highlighted challenges such as poor infrastructure and limited technical skills, the present research shifts focus to explore the relationship between software utilization and service effectiveness, providing a more targeted understanding of how technology, specifically library application software, can enhance operational efficiency. This study also introduces a benchmarking approach to evaluate software awareness and usage, an area not covered in the earlier research.

Nwachukwu, Asiegbu and Gowon (2014) studied the utilization of library-oriented software packages in university libraries in the North Central Zone of Nigeria using a descriptive research design. The study involved 57 librarians and system analysts, with data collected through questionnaires and interviews. A total of 44 completed questionnaires were analyzed, revealing that none of the software packages were in use, indicating no utilization. The study identified several challenges, including erratic power supply, lack of library staff training, and an insufficient enabling environment, as key barriers to the adoption and effective use of library-oriented software. The previous study by Nwachukwu, Asiegbu and Gowon (2014) focused on the utilization of library-oriented software packages in university libraries in North Central Nigeria, highlighting significant barriers such as erratic power

supply, lack of staff training, and inadequate infrastructure. However, it did not assess the impact of library application software awareness and utilization on service efficiency. The present study at the University of Mkar fills this gap by specifically investigating how awareness and utilization of library application software influence service efficiency among library staff. Additionally, while the earlier study found no significant utilization of software packages due to various challenges, the current study examines the degree of software awareness and its correlation with improved library service delivery, providing a more focused analysis on the role of technology in enhancing operational efficiency.

Ayodele and Mohammed (2017) investigated the type of Application packages for library operations and services in Federal University Libraries in north western states of Nigeria. The Survey design was used; instrument used for data collection was questionnaire. The total population used for the study was 266 Librarians. Purposive sampling was used to select 218 subjects from five Federal Universities where Library Automation have begun. Data collected were presented in tabular form and analyzed with the use of frequencies and mean. Findings revealed that all Universities studied are making use of KOHA, Virtua, E-LIB and Dspace and Greenstone to manage their digital Information resources. The previous study by Ayodele and Mohammed (2017) focused on the types of application packages used for library operations and services in federal university libraries in North Western Nigeria, identifying that libraries in the study were utilizing systems like KOHA, Virtua, E-LIB, Dspace and Greenstone to manage digital information resources. However, it did not specifically examine the impact of library application software awareness and utilization on service efficiency, nor did it address how the awareness and utilization of such software directly affect the overall effectiveness of library services.

The present study at the University of Mkar fills this gap by focusing on the relationship between library staff's awareness of application software and its utilization for improving service efficiency. Moreover, while the earlier study surveyed the presence of library automation tools, it did not assess the challenges and factors influencing the effective use of such software in improving service delivery, which is a central focus of the present research.

Vanen *et al.* (2024) investigated the application of mobile technologies for service delivery in federal university libraries in North Central Nigeria. The study used the entire population of 212 librarians, collecting data through a structured questionnaire. The data were analyzed using mean, standard deviation, and Chi-Square Goodness of Fit at a 0.05 significance level. The findings revealed that the use of mobile technologies for service delivery, particularly in reference and circulation services, was low. The study concluded that the overall application of mobile technologies for service delivery in these libraries was generally limited. The previous study explored the use of mobile technologies for service delivery in federal university libraries in North Central Nigeria, finding that mobile technology use, especially for reference and circulation, was limited. However, the study did not address the awareness and utilization of specific library application software or its impact on service efficiency. The present study at the University of Mkar fills this gap by focusing on how awareness and usage of library application software affect the efficiency of library services. Unlike the prior study, which highlighted the low application of mobile technologies, this research aims to examine the factors influencing software utilization and strategies for enhancing service delivery. It seeks to provide a more targeted understanding of how library software tools can optimize operations and improve service outcomes.

Summary of Literature Review

The literature review, reviewed Resource-Based View (RBV) Theory: Originally proposed by Birger Wernerfelt (1984) and later developed and refined by Jay B. Barney (1991), concepts like library staff, library application software packages, library staff, service delivery and software utilization. It also reviewed other scholars related empirical studies highlights various previous research efforts concerning the use of technology in university libraries, particularly library application software and its impact on service delivery. Kari and Baro (2014) examined challenges in library software adoption in Nigerian universities, revealing significant barriers such as inadequate infrastructure and lack of skilled personnel. Faga and Obaje (2024) focused on the use of internet services for library functions at Benue State University, Makurdi but did not explore the specific role of library application software in improving service efficiency. Other studies such as Nwachukwu *et al.* (2014) identified challenges in software utilization but did not delve into the impact of software awareness on service delivery. Ayodele and Mohammed (2017) found that libraries in federal universities used various software for operations but did not assess how staff awareness and utilization affected service effectiveness.

The present study at the University of Mkar seeks to fill gaps left by these previous studies by focusing specifically on the relationship between library application software awareness and its utilization in improving service efficiency. Unlike prior studies, which broadly assessed software availability and usage, this study narrows its focus to the awareness and direct impact of software on service operations. It also introduces a benchmarking approach to evaluate software usage, addressing challenges and factors influencing effective software application in improving library service delivery. By narrowing its geographical scope and concentrating on the University of Mkar, the study

provides a localized understanding of how library application software can enhance service outcomes in a specific context.

Research Methodology

The research methodology for this study adopted a descriptive survey design, which facilitated the collection of data from a large, diverse population using structured questionnaires. This design was chosen due to its efficiency in gathering information from a representative sample at a relatively low cost, as well as its capacity to capture a wide range of responses from university staff. The study was conducted at the University of Mkar in Benue State, Nigeria. This university was selected for its active academic environment, large student population, and well-functioning library, making it an ideal setting to explore library software utilization and its impact on service delivery.

The study targeted the entire population of 22 professional and para-professional library staff at the University of Mkar. By including the entire population, the study ensured comprehensive data collection, adhering to research methodology guidelines for small populations. Accidental sampling was used, including only the available and accessible library staff. Data was collected using a questionnaire titled “Assessing the Impact of Library Application Software Awareness and Utilization on Service Efficiency at the University of Mkar, Mkar, Benue State.” Descriptive statistics, including frequency, percentage, mean, and standard deviation, were used to analyze the data. A benchmark of 50% was set for making decisions regarding research question one.

Analysis and Discussion

The types of library application software packages available for utilization among staff in University of Mkar, Mkar, Benue State library

Table 1: Frequency and percentages of the library application software packages available for utilization

Item Statements	Available	Not Available
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S/N		Freq.	%	Freq.	%
1	Alma	17	77.3	5	22.7
2	WorldShare Management Services (WMS)	21	95.5	1	4.5
3	FOLIO	6	27.3	16	72.7
4	Sirsi Dynix Symphony	18	81.8	4	18.2
5	Ex Libris Primo	19	86.4	3	13.6
6	TIND	21	95.5	1	4.5
7	Biblio Commons	22	100.0	0	0.0
8	VuFind	7	31.8	15	68.2
9	PastPerfect	22	100.0	0	0.0
10	Koha	22	100.0	0	0.0
11	Greenstone	6	27.3	16	72.7
12	Open source software (OSS)	22	100.0	0	0.0
13	Symphony	19	86.4	3	13.6
14	Library Thing	22	100.0	0	0.0
15	OCLC Connexion	18	81.8	4	18.2
16	Open Biblio	19	86.4	3	13.6

Result as presented in Table 1 shows that Alma (17, 77.3%), WorldShare Management Services (WMS) (21, 95.5%), Sirsi Dynix Symphony (18, 81.8%), Ex Libris Primo (19, 86.4%), TIND (21, 95.5%), Biblio Commons (22, 100.0%), PastPerfect (22, 100.0%), Koha (22, 100.0%), Open source software (OSS) (22, 100.0%), Symphony (19, 86.4%), Library Thing (22, 100.0%), OCLC Connexion (18, 81.8%), and Open Biblio (19, 86.4%) are the library application software packages available for utilization among staff in University of Mkar, Mkar, Benue State library. On the contrary, the result shows that FOLIO (16, 72.7%), VuFind (15, 68.2%), and Greenstone (16, 72.7%) are the library application software packages available for utilization among staff in University of Mkar, Mkar, Benue State library.

The extent of utilization of library application software packages by staff for enhanced service delivery in University of Mkar, Mkar, Benue State library.

Table 2: Mean and standard deviation of respondents on extent of awareness and utilization of library application software packages by staff

S/N	Item Statement	VHE	HE	LE	VLE	\bar{x}	SD	Dec.
1	Alma	0	5	10	7	1.91	0.75	LE
2	WorldShare Management Services (WMS)	1	10	10	1	2.50	0.67	HE
3	FOLIO	0	2	13	7	1.77	0.61	LE
4	SirsiDynix Symphony	0	4	13	5	1.95	0.65	LE

5	Ex Libris Primo	0	3	16	3	2.00	0.54	LE
6	TIND	2	11	7	2	2.59	0.80	HE
7	BiblioCommons	0	11	9	2	2.41	0.67	LE
8	VuFind	0	0	15	7	1.68	0.48	LE
9	PastPerfect	0	11	9	2	2.41	0.67	LE
10	Koha	2	14	4	2	2.73	0.77	HE
11	Greenstone	0	0	7	15	1.32	0.48	VLE
12	Open source software (OSS)	0	8	12	2	2.27	0.63	LE
13	Symphony	0	7	14	1	2.27	0.55	LE
14	LibraryThing	0	14	7	1	2.59	0.59	HE
15	OCLC Connexion	0	0	18	4	1.82	0.40	LE
16	OpenBiblio	0	7	12	3	2.18	0.66	LE
Cluster Mean						1.68	0.20	LE

Key: \bar{x} = mean, SD = Standard Deviation, HE = High Extent, LE = Low Extent, Dec. = Decision.

Result as presented in Table 2 shows that there is high extent of utilization of library application software packages such as WorldShare Management Services (WMS) (\bar{x} = 2.50, SD = 0.67), TIND (\bar{x} = 2.59, SD = 0.80), Koha (\bar{x} = 2.73, SD = 0.77), and LibraryThing (\bar{x} = 2.59, SD = 0.59) by staff for enhanced service delivery in University of Mkar, Mkar, Benue State library. However, the result shows that while there is very low extent of Greenstone (\bar{x} = 1.32, SD = 0.48) utilization by staff, there is low extent of utilization of Alma (\bar{x} = 1.91, SD = 0.75), FOLIO (\bar{x} = 1.77, SD = 0.61), SirsiDynix Symphony (\bar{x} = 1.95, SD = 0.65), Ex Libris Primo (\bar{x} = 2.00, SD = 0.54), BiblioCommons (\bar{x} = 2.41, SD = 0.67), VuFind (\bar{x} = 1.68, SD = 0.48), PastPerfect (\bar{x} = 2.41, SD = 0.67), Open source software (OSS) (\bar{x} = 2.27, SD = 0.63), Symphony (\bar{x} = 2.27, SD = 0.55), OCLC Connexion (\bar{x} = 1.82, SD = 0.40), and OpenBiblio (\bar{x} = 2.18, SD = 0.66) by staff for enhanced service delivery in University of

Mkar, Mkar, Benue State library. From the result, Koha ($\bar{x} = 2.73$, $SD = 0.77$) is the most utilized library application software, while Greenstone ($\bar{x} = 1.32$, $SD = 0.48$) is the least utilized. Overall, the result shows that there is low extent of utilization of library application software packages by staff for enhanced service delivery in University of Mkar, Mkar, Benue State library.

The challenges faced by staff in effectively utilizing library application software packages in University of Mkar, Mkar, Benue State library

Table 3: Mean and standard deviation of respondents on the challenges faced by staff in effectively utilizing library application software packages

S/N	Item Statement	SA	A	D	SD	\bar{x}	SD	Remark
1	Insufficient Hardware	5	17	0	0	3.23	0.43	Agree
2	Lack of Training,	3	19	0	0	3.14	0.35	Agree
3	Poor Connectivity	8	15	0	0	3.36	0.49	Agree
4	Inadequate Technical Support	5	17	0	0	3.23	0.43	Agree
5	Complex Interfaces	9	13	0	0	3.41	0.50	Agree
6	Compatibility Issues	11	11	0	0	3.50	0.51	Agree
7	Limited Customization	2	20	0	0	3.09	0.29	Agree
8	Data Migration Problems	7	15	0	0	3.32	0.48	Agree
9	System Downtime	3	19	0	0	3.14	0.35	Agree
10	Security Concerns	4	18	0	0	3.18	0.40	Agree
11	Resistance to Change	13	9	0	0	3.59	0.50	Agree
12	High Costs	12	10	0	0	3.55	0.51	Agree
	Cluster Mean					3.31	0.18	Agree

Key: \bar{x} = mean, SD = Standard Deviation.

Result as presented in Table 3 shows that Insufficient Hardware had mean ratings of 3.23 with standard deviation of 0.43, Lack of Training 3.14 with standard deviation 0.35, Poor Connectivity 3.36 with standard deviation 0.49, Inadequate Technical Support 3.23 with standard deviation 0.43, Complex Interfaces 3.41 with standard deviation 0.50, Compatibility Issues 3.55 with standard deviation 0.51, Limited Customization 3.09 with standard deviation 0.29, Data Migration Problems 3.32 with standard deviation 0.48, System Downtime 3.14 with standard deviation 0.35, Security Concerns 3.18 with standard deviation 0.40, Resistance to Change 3.59 with standard deviation 0.50 and High Costs 3.50 with standard

deviations of 0.51. These mean ratings are above the criterion mean of 2.50 set for accepting an item. This implies that respondents agreed that insufficient hardware, lack of training, poor connectivity, inadequate technical support, resistance to change and high cost among others are the challenges faced by staff in effectively utilizing library application software packages in University of Mkar, Mkar, Benue State library. According to the result, resistance to change ($\bar{x} = 3.59$, $SD = 0.50$) is the highest challenge follow by high cost ($\bar{x} = 3.55$, $SD = 0.51$). The cluster mean of 3.31 is also above the criterion mean of 2.50 set as benchmark for accepting an item. The cluster mean of 3.31 with a standard deviation of 0.51 shows that there are challenges faced by staff in effectively utilizing library application software packages in University of Mkar, Mkar, Benue State library.

Recommendations

The study on the impact of library application software utilization at the University of Mkar, Benue State, identified several challenges affecting service efficiency, including insufficient training, inadequate infrastructure, poor connectivity, and resistance to change. Based on these findings, the study recommends:

1. **Staff Training:** Implement continuous professional development programs to enhance staff competence in using library software.
2. **Infrastructure Improvement:** Upgrade hardware, improve connectivity, and ensure reliable power supply to support software utilization.
3. **Addressing Resistance:** Foster a culture of technological adoption through effective communication and leadership.
4. **Technical Support:** Establish dedicated technical support to resolve software issues promptly.

5. **Promote Software Utilization:** Review and promote underutilized software packages to ensure optimal use.
6. **Financial Investment:** Seek alternative funding sources to cover the high costs of software acquisition and maintenance.
7. **Monitoring and Evaluation:** Establish a system for regular assessment of software usage and service delivery.
8. **Collaboration:** Partner with other institutions to share resources and best practices.

These recommendations aim to improve library operations, service delivery, and overall academic support at the University of Mkar.

Conclusion

Conclusively, this study has highlighted the significant role of library application software in enhancing service efficiency at the University of Mkar, Benue State. While some software packages such as Koha and WorldShare Management Services, were widely utilized, others faced challenges in terms of adoption and usage. The study identified key barriers to effective utilization, including inadequate training, poor infrastructure, connectivity issues and resistance to change. Addressing these challenges through targeted interventions such as comprehensive staff training, infrastructure improvements and fostering a culture of technological adoption, will be crucial for maximizing the potential of library software. By implementing these recommendations, the University of Mkar can improve its library services, optimize resource management, and better support the academic needs of students and staff, ultimately enhancing overall academic productivity and research outcomes.

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