SCHOOL OF LIBRARY, ARCHIVES AND DOCUMENTANTION STUDIES (SLADS) -BAGAMOYO

RESEARCH REPORT ON:

THE USE OF MYLOFT SOFTWARE IN IMPROVING ACCESSIBILITY OF INFORMATION RESOURCES. A CASE STUDY AT DAR ES SALAAM INSTITUTE OF TECHNOLOGY (DIT).

BY

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A Research Report Submitted at the School of Library, Archives and Documentation Studies for the Partial Fulfillment of the Award of Ordinary Diploma in Library, and Information Management.

August,2026

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CERTIFICATION

The undersigned certify that he has read and hereby recommend for acceptance by the School of Library, Archives and Documentation Studies (SLADS) Bagamoyo. A Research Report entitled "***The Use of MYLOFT Software in Improving Accessibility of Information Resources".*** A case study at Dar Es Salaam Institute of Technology **(DIT)** in Fulfillment of the Requirements for award of Ordinary Diploma in Library and Information Management.

Signature _____

(Supervisor)

Athumani Ally

Date_____

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DECLARATION AND COPYRIGHT

I, **Zena R. Jailos** declare that this research report is my own original work and that it has not been presented to any other college for a similar or any diploma award.

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DEDICATION

I dedicate this research report to my family and who encouragement and enthusiasm during this period while providing all necessary support to my studies.

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LIST OF ABBREVIATIONS

ACRL	Association of College and Research Libraries
ICT	Information Communication Technology
IFLA	International Federation of Library Associations and Institutions
ISO	International Organization Standard
IT	Information Technology
ISBN	International Standard Book Number
ISSN	International Standard Serial Number
SLADS	School of Library Archives and Documentation Studies
SLADSSO	School of Library, Archives and Documentation Studies Students Organization
URL	Uniform Resource Locator

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ABSTRACT

This study assessed library users' awareness and utilization of MyLOFT Software at Dar es Salaam Institute of Technology (DIT). The study aimed to establish library users' awareness of MyLOFT Software, examine users' perceptions and experiences with MyLOFT Software, identify mechanisms used by the library in promoting MyLOFT Software, and determine challenges and barriers affecting the use of the software.

The study employed a case study research design and adopted a mixed research approach. Data were collected from 20 respondents through questionnaires and interviews. Quantitative data were analyzed using frequencies and percentages with the aid of Microsoft Excel and presented in tables, while qualitative data were analyzed through thematic analysis and supported by respondents' quotations.

The findings revealed that the majority of respondents were aware of MyLOFT Software, with lecturers and library orientation programmes being the major sources of awareness. The study also found that although many respondents used MyLOFT Software to access electronic resources such as e-books, e-journals, and databases, the level of utilization was not universal among all library users. Furthermore, the findings indicated that users experienced several challenges, including poor internet connectivity, difficulty in navigating the system, lack of adequate skills, and limited awareness among some users.

The study concludes that MyLOFT Software has contributed significantly to improving access to electronic information resources at Dar es Salaam Institute of Technology. However, challenges related to internet infrastructure, user skills, and continuous promotion affect its effective utilization. The study recommends that the library should strengthen user training and orientation programmes, improve internet connectivity, provide continuous technical support, and enhance promotional strategies to increase awareness and effective use of MyLOFT Software among library users.

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CHAPTER ONE

INTRODUCTION AND BACKGROUND TO THE STUDY

1.0 Introduction

This chapter presented background information on the study which examined the use of MyLOFT Software in improving accessibility of information resources at Marian University. The chapter began by outlining the statement of the problem and proceeded to identify the research objectives and research questions. It also presented the significance of the study, scope, and limitations encountered during the research. The chapter was concluded by defining the key terms used throughout the study.

1.1 Background to the Study

In the modern digital era, academic institutions are increasingly adopting electronic systems and digital platforms to improve access to information resources. Libraries across the world are integrating various information technologies to facilitate easy access to scholarly materials such as e-books, e-journals, databases, and institutional repositories. One of the emerging technologies used to enhance access to electronic resources is MyLOFT software**,** a digital library platform that enables users to discover, access, and organize library resources from different publishers in one place. The adoption of such technologies helps libraries overcome limitations related to physical access and improves the efficiency of information retrieval for students, researchers, and academic staff.

The use of digital library tools like MyLOFT has transformed how users interact with library resources. Through features such as remote access, personalized libraries, offline reading, and content alerts, users can conveniently access information resources anytime and anywhere. According to various studies on digital library systems, integrating software solutions in libraries increases resource visibility, improves usage of subscribed databases, and supports academic research and learning activities. As a result, many universities worldwide are investing in advanced library technologies to ensure that users can effectively access and utilize available information resources.

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In Africa, many academic libraries have started embracing digital technologies to improve access to information resources and support academic development. With the rapid growth of higher education institutions and the demand for scholarly information, libraries are adopting digital platforms to facilitate access to electronic resources. Tools such as digital repositories, electronic databases, and library management systems are increasingly being implemented to address challenges associated with limited physical collections and inadequate library infrastructure. The introduction of platforms like MyLOFT in some African academic institutions has helped libraries provide seamless access to subscribed electronic resources.

Despite these advancements, many African academic libraries still face challenges in implementing and utilizing digital technologies effectively. Issues such as limited internet connectivity, lack of awareness among users, insufficient training, and financial constraints hinder the full utilization of digital library platforms. However, initiatives aimed at improving digital literacy and expanding access to electronic resources are gradually transforming the information landscape in African higher education institutions. As a result, understanding how digital tools like MyLOFT can enhance access to information resources remains an important area of study within the African context.

In Tanzania, academic institutions are increasingly integrating information and communication technologies (ICTs) in library services to improve access to information resources for students and researchers. Many university and college libraries subscribe to electronic databases and digital platforms to support teaching, learning, and research activities. The introduction of digital library systems and platforms such as MyLOFT has played a significant role in enhancing access to scholarly materials by allowing users to access subscribed resources through a single interface.

The Dar es Salaam Institute of Technology (DIT) is among the higher learning institutions in Tanzania that aims to enhance the accessibility and utilization of digital information resources for its academic community. By adopting technologies such as MyLOFT software, the institution seeks to improve how students and staff access library

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materials, including e-books, journals, and research databases. However, despite the availability of such systems, challenges related to awareness, user skills, and effective utilization may still exist.

1.2 Statement of the Problem

Academic libraries subscribe to various electronic information resources such as e-books, e-journals, and databases to support teaching, learning, and research activities. However, many users still experience difficulties in accessing and utilizing these resources effectively due to limited awareness, lack of searching skills, and challenges in navigating different digital platforms. As a result, many valuable information resources available in libraries remain underutilized.

The introduction of MyLOFT software aims to improve accessibility of information resources by providing a single platform where users can easily discover, access, and organize digital library materials. Despite the availability of this system at the Dar es Salaam Institute of Technology (DIT), it is not clearly known how effectively it improves access to information resources among users. Therefore, this study seeks to examine the use of MyLOFT software in improving accessibility of information resources at DIT.

1.3 Research Objectives

The general objective of this study was to examine the use of MyLOFT Software in improving accessibility of information resources at Dar es Salaam Institute of Technology (DIT).

1.3.1 Specific Objectives

i. To assess the level of awareness of MyLOFT software among users at DIT.
ii. To examine how MyLOFT software is used to access information resources at DIT.
iii. To identify the challenges faced by users when using MyLOFT software to access information resources at DIT.

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1.4 Research Questions

1. What is the level of awareness of MyLOFT software among users at Dar es Salaam Institute of Technology (DIT)?
2. How is MyLOFT software used to access information resources at DIT?
3. What challenges do users face when using MyLOFT software to access information resources at DIT?

1.5 Significance of the Study

This study was beneficial to several groups, including students, librarians, and academic institutions. For students and other library users at Dar es Salaam Institute of Technology (DIT), the study helped to increase awareness and understanding of how MyLOFT Software could be used to improve access to electronic information resources. This encouraged users to utilize available digital resources more effectively for learning and research purposes.

The study was also useful to librarians and information professionals as it provided insights into how MyLOFT Software contributed to improving accessibility of information resources. The findings helped librarians identify challenges faced by users and develop appropriate strategies for improving user training, awareness, and support services. Furthermore, the study served as a reference source for future researchers who were interested in conducting studies related to digital library technologies, electronic resource accessibility, and the adoption of digital information systems in academic institutions.

1.6 Scope of the Study

This study focused on examining the use of MyLOFT Software in improving accessibility of information resources at Dar es Salaam Institute of Technology (DIT). The study specifically concentrated on assessing the level of awareness of MyLOFT Software among library users, examining how the software was used to access electronic information resources, and identifying the challenges faced by users when utilizing the system.

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The study was conducted at Dar es Salaam Institute of Technology (DIT) and involved library users, including students and staff who accessed electronic information resources through the library. Therefore, the findings of the study were limited to DIT and might not necessarily represent the situation in other academic institutions.

1.7 Limitation of Study

This study faced several limitations during the research process. One of the major limitations was financial constraints, as the researcher had limited funds to cover expenses such as transportation, printing of questionnaires, and other research materials required during data collection. However, the researcher managed to overcome this challenge by using available resources effectively and planning the research activities within the available budget.

Another limitation of the study was time constraints, as the researcher had to balance academic responsibilities with the research process. This affected the time available for data collection and analysis. In addition, the researcher had limited research experience, which made some stages of the research process challenging, including designing research instruments and analyzing collected data.

Furthermore, the study experienced respondent-related limitations, where some respondents were not available or did not fully participate due to their busy schedules. Despite these limitations, the researcher made efforts to collect reliable and relevant information by properly planning the research activities and ensuring effective data collection procedures were followed.

1.8 Definitions of Key Terms

i. **MyLOFT** (My Library on Fingertips) is a digital library platform that allows users to search, access, organize, and save electronic resources subscribed by the library from a single interface, supporting offline reading on mobile and web devices (EIFL, 2021).

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ii. **Accessibility of Information Resources** refers to the ease with which users can locate, retrieve, and use library materials, especially electronic resources, with minimal barriers (UNESCO, 2019).

iii. **Library Users** are individuals who utilize the services and resources of a library, including students, academic staff, and researchers, to meet their information needs (Okoro & Agbo, 2016).

iv. **Electronic Information Resources** are digital materials provided through library systems, such as e-books, e-journals, online databases, and other scholarly content accessible via computers or mobile devices (Chisita, 2015).

v. **Academic Library** is a library located within a higher learning institution that provides information resources and services for teaching, learning, and research (Aina, 2017).

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CHAPTER TWO

LITERATURE REVIEW

2.0 Introduction

This chapter provides a comprehensive review of the literature concerning the deployment of remote electronic resources access tools/software, focusing on the case of Dar es salaam Institute of Technology. The review is structured into two main sections: the empirical literature review and the theoretical literature review but researcher deals with only empirical. The review of the literature encompasses various sources, such as study materials, reports, study guides, and related studies. The researcher meticulously organized and examined the literature in alignment with the study's objectives.

2.1 Awareness of MyLOFT Software among Users.

Many studies show that users' awareness of digital library tools greatly affects how often and how effectively they are used in academic environments. Awareness of electronic information systems has been linked to the level of training, orientation programmes, and promotional efforts undertaken by libraries (Patel et al., 2021). In the context of MyLOFT, research at Mzumbe University found that awareness among library users improved through deliberate promotional activities like emails and ambassadors, which increased e-resource usage after the tool's deployment (Ngusi & Mosha, 2024). However, other studies have shown that without consistent training and outreach, many students remain unaware of available electronic services, leading to underutilization of digital platforms (Adelaja, 2024).

Besides, a literature review on digital library resources showed that lack of user awareness is one of the major barriers to digital library use globally because users may not know that the platform or its features exist (Smith & Jones, 2023). Research in Ghanaian universities also revealed that a significant portion of users agreed that lack of awareness about digital library services was a key factor reducing their use of the platforms (Amoah, 2025). Therefore, assessing how well users at DIT know about

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MyLOFT is vital, because awareness is a foundational step before users can adopt and benefit from the software.

Finally, studies on awareness of electronic resource services in academic libraries found that students who receive structured orientation and marketing about e-resources tend to have higher levels of awareness and use compared to those who do not receive such exposure (Johnson et al., 2023). These findings suggest that the level of awareness of a specific platform like MyLOFT will likely influence how often users attempt to access information through it, making this research objective highly relevant to improving electronic resource accessibility at DIT.

2.2 Use of MyLOFT Software to Access Information Resources.

Research on electronic resource usage in academic libraries indicates that digital platforms must align with user preferences and information needs for effective adoption. Studies show that when digital library tools are user-friendly, they encourage frequent use by students and researchers, who can access materials on-campus and off-campus (Smith & Jones, 2023). Specifically for platforms similar to MyLOFT, evidence from MyLOFT deployment at Tanzanian universities shows that users appreciated features that allowed easy access and offline saving of content, which facilitated greater engagement with information resources (Ngusi & Mosha, 2024).

Furthermore, global literature on electronic information access points to the importance of intuitive interfaces and integration with other digital services in enhancing usage; poor interfaces and complex access procedures often discourage users from fully exploiting these systems (Proctor & Williams, 2021). In academic libraries, resource discovery tools that allow users to search multiple collections through one search query have been shown to increase user engagement and satisfaction (Albanese & Cox, 2013). Therefore, examining how MyLOFT is specifically used at DIT including which features are preferred and how users navigate the platform will contribute valuable insights to local practices.

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Additionally, other studies reveal that increased digital resource use frequently follows awareness-raising and training in system navigation, suggesting that use and awareness are interconnected (Patel et al., 2021). For example, research in Solapur University showed that lack of training led to limited use of available electronic resources despite their presence in libraries (Patel et al., 2021). This underscores the need to understand not only whether users at DIT access MyLOFT, but also how comfortably and effectively they do so in their academic work.

2.3 Challenges Faced by Users in Using MyLOFT Software

Studies on digital library systems have consistently reported various challenges that constrain users from effectively accessing and using electronic platforms. Common challenges include lack of digital literacy, inadequate training, technical issues, and connectivity problems, which reduce the ability of users to search databases and retrieve required information (Shikali & Muneja, 2024). Specifically, research conducted on MyLOFT at Mzumbe University identified technical problems, navigation difficulties, and unclear instructions as major obstacles that users encountered (Ngusi & Mosha, 2024).

Other literature emphasises that challenges in accessing electronic information resources are widespread in academic contexts, ranging from limited ICT infrastructure to students' low confidence in using complex discovery tools (Amoah, 2025). For instance, studies on digital library services in African universities revealed that poor internet connectivity and insufficient information literacy skills significantly hampered users' ability to benefit from electronic resources provided by their libraries (Shikali & Muneja, 2024). Similarly, challenges such as lack of training, limited guidance from librarians, and technophobiavfear of using new technology are documented as factors that reduce users' effective use of digital platforms (PubHTML5, 2018).

Moreover, research in broader contexts shows that budget constraints, inadequate system interfaces, and limited promotion of available tools can negatively influence how library users interact with digital services (Amoah, 2025). Therefore, investigating the specific challenges that users experience with MyLOFT at DIT including both technical and

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user-related barriers will help identify areas for improvement to enhance overall information accessibility.

2.4 Research Gap

Despite the availability of studies on library software awareness and adoption, limited research has specifically focused on the MyLOFT Software in Tanzanian academic institutions, particularly at the Dar es Salaam Institute of Technology. While studies have examined general awareness of digital learning tools (Alabi & Alabi, 2018; Ajayi & Ojo, 2020), there is a lack of empirical evidence regarding the level of awareness among library users about MyLOFT.

Although several studies discuss user perceptions and experiences with digital platforms (Davis, 1989; Venkatesh & Bala, 2008), very few investigate how students specifically perceive and interact with MyLOFT**.** Most available research focuses on general learning management systems without considering the unique features or context of MyLOFT. Understanding users' experiences with this software is crucial for improving engagement and ensuring that it supports learning outcomes effectively.

As well, existing literature highlights various promotion strategies for digital tools (Chisita et al., 2019; Hernandez, 2019), but there is minimal evidence on the mechanisms employed by academic libraries in Tanzania to promote MyLOFT**.** Without this knowledge, institutions may struggle to design effective campaigns that encourage adoption and sustained usage. This gap limits the ability of libraries to maximize the impact of their digital platforms.

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CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

This chapter provided a comprehensive description of the research methodology employed in the study. It began by outlining the geographical area where the research was conducted, followed by a detailed explanation of the research design and approaches adopted. The study population and sample size were described and justified. Furthermore, the instruments used for data collection were explained, together with the procedures used to ensure their validity and reliability. The chapter concluded by presenting the methods used for data analysis and discussing the ethical considerations observed throughout the research process.

3.1 Area of the Study

The area of the study referred to the specific geographical location and context where the research was conducted. This study was conducted at Dar es Salaam Institute of Technology (DIT), which was purposively selected because it had students and library users who accessed information resources through MyLOFT Software. The institution was considered relevant for the study as it provided an appropriate environment for obtaining reliable information regarding the use of MyLOFT Software.

The researcher selected DIT because the institution was expected to provide sufficient and relevant data concerning users' awareness, perceptions, experiences, utilization, and challenges associated with the use of MyLOFT Software in accessing electronic information resources.

3.2 Research Design

Creswell and Creswell (2017) defined research design as a comprehensive strategy or blueprint that guides the researcher in collecting and analyzing data in order to address specific research questions and achieve research objectives. Similarly, Babbie (2020) explained that research design involves the structure for data collection, selection of

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participants, methods and instruments used for gathering information, and techniques applied in data analysis.

This study employed a single case study research design. The design was selected because it enabled the researcher to conduct an in-depth investigation of the use of MyLOFT Software in improving accessibility of information resources at Dar es Salaam Institute of Technology (DIT). The case study design allowed the researcher to obtain detailed information regarding users' awareness, perceptions, experiences, and challenges associated with the use of MyLOFT Software within its real-life context.

3.2.1 Single Case Study Design

A single case study design is a research strategy that focuses on an in-depth examination of a particular institution, group, or phenomenon within its real-life context (Yin, 2018). This design enables researchers to obtain detailed information and a deeper understanding of specific issues being investigated. According to Stake (1995), case study research allows the collection of data through multiple methods such as questionnaires, interviews, observations, and document reviews. In this study, the single case study design was used to investigate the use of MyLOFT Software in improving accessibility of information resources at Dar es Salaam Institute of Technology (DIT), allowing the researcher to gather detailed information about users' awareness, utilization, perceptions, and challenges related to the software.

Creswell (2014) highlighted that one major advantage of a single case study design is its ability to provide rich and detailed understanding of a particular case. Therefore, this design enabled the researcher to explore the experiences of library users and identify factors influencing the effective use of MyLOFT Software at DIT. However, findings from a single case study may not be generalized to other institutions or populations because they are limited to the specific context studied (Stake, 1995). Despite this limitation, the design was considered appropriate because it provided detailed insights into the use of MyLOFT Software within the selected institution.

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3.3 Research Approach

As per Creswell (2014), a research approach is a fundamental strategy or blueprint that directs the conduct of a study, encompassing the overall framework and methodologies employed to address its research questions or objectives. In their work, Creswell and Creswell (2017) identify three primary research approaches: qualitative, quantitative, and mixed methods. For this study, a mixed research approach will be utilized.

3.3.1 Mixed Research Approach

According to Creswell (2014), a mixed approach, also known as a mixed methods research design, involves combining qualitative and quantitative methods within a single study, integrating data collection and analysis techniques from both approaches. The core assumption is that the combination of qualitative and quantitative data provides additional insights beyond what either approach can offer alone (Haq, 2015). This approach aims to capitalize on the strengths of qualitative and quantitative methods, resulting in a comprehensive and robust understanding of the research topic through data triangulation from various perspectives, leading to deeper insights, and overall enhanced study validity (Dawadi & Giri, 2021).

3.4 Population of the Study

Population refers to the entire group of individuals or elements that a researcher intends to study and from which conclusions are drawn (Baldwin, 2018). It includes all individuals who share common characteristics relevant to the research problem. In this study, the population consisted of 200 library users and library staff at Dar es Salaam Institute of Technology (DIT). The population included students who used MyLOFT Software and library staff responsible for managing, promoting, and supporting the use of the system.

The selected population was considered appropriate because students were the primary users of MyLOFT Software and provided information regarding their awareness, perceptions, experiences, utilization, and challenges in accessing electronic information resources through the platform. Library staff provided information on the management,

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promotion, and operation of MyLOFT Software, including the strategies used to support users and enhance effective utilization of the system.

3.5 Sample and Sample Size

According to Ryan (2013) sample refers to a collection of some parts of population on the basis of which judgment could be made, it should be small enough for convenience and large enough for true representation in the process of data collection.

Sample size refers to the actual number of respondents selected from a larger population for the purpose of collecting relevant information or data for a study. The selection of a sample size instead of studying the entire population is often influenced by factors such as time, financial resources, and accessibility of respondents. In this study, a sample size of 25 respondents was selected to represent the target population of library users and library staff at Dar es Salaam Institute of Technology (DIT).

The sample size of 25 respondents was determined using Yamane's formula, which provides a simplified method for calculating an appropriate sample size from a known population. The formula is presented as follows:

3.6 Sampling Techniques

Sampling is the process of selecting units or individuals from a target population so that information obtained from the selected sample can be used to make conclusions about the entire population (Mugenda & Mugenda, 2003). Sampling techniques are generally categorized into probability and non-probability sampling methods. Probability sampling gives each member of the population an equal chance of being selected, while non-probability sampling involves selecting participants based on specific characteristics or the researcher's judgment.

In this study, both probability and non-probability sampling techniques were used. Simple random sampling was applied to select student respondents who used MyLOFT Software, giving each user an equal opportunity to participate in the study. Purposive sampling was used to select library staff because they possessed specific knowledge and

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experience regarding the management, promotion, and operation of MyLOFT Software. These techniques enabled the researcher to obtain reliable information concerning users' awareness, utilization, experiences, and challenges related to MyLOFT Software at Dar es Salaam Institute of Technology (DIT).

3.6.1 Probability sampling

Probability sampling refer to that method of sample selection which gives each possible sample combination an equal probability of being picked up and each item in the entire population to have an equal chance of being included in the sample. Probability sampling includes, simple random sampling, lottery (Kothari, 2004), also is known as random sampling, or chance sampling, there are types of probability sampling which include stratified sampling, systematic sampling, and cluster sampling. In this study the researcher used simple random sampling.

(a) Simple Random Sampling

According to Kothari (2004), simple random sampling is defined as a technique in which each person from the targeted population has a chance to be selected and included in a sample. This can be done using one of the two ways; either lottery or random number method. This study employed simple random technique so as to avoid biases from respondents.

3.6.2 Non-probability sampling

Non-probability sampling used non-randomized methods to draw the sample. On non-probability sampling method mostly involved judgment. Instead of randomization, participants are selected because they are easy to access, some non-probability methods of sampling are; convenience sampling, purposive sampling, quota sampling, (Orodho & Kombo, 2002). So in this study by employing non-probability sampling the researcher used purposive sampling.

(b) Purposive Sampling

Purposive Sampling is a technique that enables a researcher to select a sample based on his or her knowledge of population on research element and objectives (Danniel, 2011).

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This study employed purposive sampling technique to approach the Head of Departments because they are responsible for control and managing system by junior employees so due to their positions in the organization may be useful to get relevant Information, the researcher employed purposive because helps the researcher to get the accurate data from the respondents.

3.7 Data Collection Methods

According to Kumar (2011) data collection can be defined as a systematic, focused and orderly collection of data in order to get relevant information for solving the existing research objectives. Usually, there are two types of data collection methods which are primary data collection and secondly data collection.

Primary data is collected from the first-hand experience and is not used in the past. The data collected by primary data collection method are specific to the research's motive and highly accurate, and types of primary data are interview and questioners the researcher used both of them.

3.7.1 Questionnaire

A questionnaire is a data collection instrument consisting of a set of written questions administered to respondents to obtain information relevant to a study (Clifford, 2010). Questionnaires may consist of open-ended questions, which allow respondents to express their opinions freely, and closed-ended questions, which require respondents to select answers from predetermined options such as "Yes" or "No" or multiple-choice responses.

In this study, structured questionnaires containing both closed-ended and a few open-ended questions were administered to twenty (20) students who used MyLOFT Software at Dar es Salaam Institute of Technology (DIT). The questionnaires were used to collect quantitative data on students' awareness, utilization, perceptions, and challenges related to MyLOFT Software. This method was considered appropriate because it enabled the researcher to collect data from many respondents within a short period while ensuring consistency in the information collected.

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3.7.2 Interview

An interview is a data collection method in which information is obtained through direct verbal interaction between the researcher and the respondent (King & Horrocks, 2010). Interviews enable the researcher to collect detailed information, opinions, and experiences that may not be adequately captured through questionnaires. Common types of interviews include structured, semi-structured, and unstructured interviews.

In this study, semi-structured interviews were employed to collect qualitative data from five (5) library staff responsible for managing, promoting, and supporting MyLOFT Software at Dar es Salaam Institute of Technology (DIT). The semi-structured interview allowed the researcher to use a set of prepared questions while providing flexibility to ask follow-up questions whenever clarification or additional information was required. This approach enabled the researcher to obtain in-depth information regarding users' awareness, promotion strategies, and challenges associated with the use of MyLOFT Software.

3.8 Data Analysis Techniques

Data analysis is the process of categorizing, manipulating and summarizing of data in order to obtain answers to research questions (Lecompte & Schensul, 2010).

This study analyzed data by employing both qualitatively and quantitatively respectively.

3.8.1 Qualitative data analysis

Qualitative data was analyzed by using thematic analysis technique in which data transcribed, coded and reviewed to identify the common themes, and then the common themes was combine into larger themes for drawing conclusion. The qualitative data for each specific objective presented in the form of direct quotations from the interviewees.

3.8.2 Quantitative data analysis

Blanche (2006) Quantitative data analysis involves transformation of data statistically to assist the researcher in describing the data in a brief and clearly expressed manner. The quantitative data analysis used when the data under study can be expressed in form of

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quantity, number or amount, for instance in terms of mean or averages, frequency and percentage**.** Quantitative data was coded and analyzed through Microsoft Excel computer program. Descriptive analysis technique was used to reveal the aspects related to the research topic. Quantitative data were presented for each objective in the tables with their frequencies and mean in order to draw conclusion.

3.9 Ethical Consideration

In conducting this study, the researcher paid attention on avoiding plagiarism from various scholars except when dealing with citations and references. The data of this study was collected by adhering of all procedures required in the whole process of collecting data. The language used is British English; citations relied on American Psychological Association (APA) writing style as per SLADS research guideline. But also formal language was used by escaping the use of abusive language and the names of respondents were not be mentioned purposeful for maintaining high degree of confidentiality.

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CHAPTER FOUR

DATA ANALYSIS, PRESENTATION AND DISCUSSION OF FINDINGS

4.0 Introduction

This chapter presents the analysis, presentation, and discussion of data collected from library users regarding the awareness, perceptions, experiences, promotion mechanisms, and challenges associated with the use of MyLOFT Software at Dar es Salaam Institute of Technology (DIT). The findings are presented in accordance with the study objectives and are intended to answer the research questions that guided the study.

The chapter is organized into two major sections. The first section presents the demographic characteristics of respondents, including gender, age, level of study, and frequency of library use. The second section presents and discusses the findings according to the specific objectives of the study. Specifically, the study sought to establish library users' awareness of the MyLOFT Software at Dar es Salaam Institute of Technology, determine library users' perceptions and experiences with MyLOFT Software, identify mechanisms used by the library in promoting MyLOFT Software, and identify challenges and barriers affecting the use of MyLOFT Software among library users.

Quantitative data collected through questionnaires were analyzed using descriptive statistics, including frequencies and percentages. The findings are presented in tables to facilitate interpretation and understanding of the results. Qualitative data obtained through interviews were analyzed using thematic analysis, whereby responses were grouped into themes and discussed in relation to the study objectives and relevant literature reviewed in Chapter Two.

4.1 Demographic Characteristics of Respondents

This section presents the demographic characteristics of respondents who participated in the study on the assessment of library users' awareness and utilization of MyLOFT Software at Dar es Salaam Institute of Technology (DIT). The study involved a total of 25 respondents, of whom 20 students provided quantitative data through questionnaires,

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while 5 library staff provided qualitative information through semi-structured interviews. The interview responses are presented in quotation form to complement and support the quantitative findings.

The demographic characteristics presented in this section are based on the 20 student respondents who completed the questionnaires. The characteristics considered include age, level of education, and frequency of library use. These variables were important in understanding the background of the respondents and determining how their characteristics might influence their awareness, perceptions, experiences, and utilization of MyLOFT Software. The information also provided a basis for interpreting the study findings in relation to the research objectives.

Table 4.1 Demographic characteristics of respondents (N = 20)

Statement	Frequency	Percentage (%)
Age group		
18-25	3	15
26-35	16	80
36-45	1	5
46 and above	0	0
Total	**20**	**100**
Level of education		
Diploma	8	40
Degree	12	60
Postgraduate	0	0
Total	**20**	**100**
Working experience		
Below 1 year	2	10
1 - 3 years	4	20
4 - 6 years	13	65
6 years and above	1	5
Total	**20**	**100**

***Source*: Field Data, (2026).**

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4.1.1 Age of Respondents

The study collected data from respondents belonging to different age groups. Findings presented in Table 4.1 indicate that 3 respondents (15%) were aged between 18 and 25 years, 16 respondents (80%) were aged between 26 and 35 years, and 1 respondent (5%) was aged between 36 and 45 years. None of the respondents were aged 46 years and above. These findings suggest that the majority of respondents were young adults, a group that is generally more exposed to and familiar with digital technologies and electronic information resources such as MyLOFT Software.

4.1.2 Level of Education

The study also sought to determine the education level of respondents. Findings revealed that 8 respondents (40%) were pursuing diploma programmes, while 12 respondents (60%) were pursuing degree programmes. No respondent belonged to the postgraduate category. The findings indicate that degree students constituted the largest proportion of respondents. This suggests that most participants were likely to engage in academic research and information-seeking activities that require access to electronic library resources,

4.1.3 Frequency of Library Use

The study further examined respondents' frequency of library use. Findings show that 2 respondents (10%) reported using the library rarely, 4 respondents (20%) used the library occasionally, 13 respondents (65%) used the library frequently, and 1 respondent (5%) used the library very frequently. These findings indicate that the majority of respondents were regular library users. Frequent interaction with library services increases the likelihood of awareness and utilization of digital platforms such as MyLOFT Software, making respondents suitable for providing reliable information regarding the software's awareness, perceptions, and usage.

4.2 Library Users' Awareness of MyLOFT Software

This section presents findings on library users' awareness of MyLOFT Software at Dar es Salaam Institute of Technology (DIT). Awareness is an important factor influencing the adoption and utilization of digital library resources because users must first be aware of a

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service before they can effectively use it. Respondents were asked whether they were aware of the existence of MyLOFT Software provided by the library.

Table 4.2: Awareness of MyLOFT Software among Library Users (N = 20)

Response	Frequency (n)	Percentage (%)
Yes	15	75%
No	3	15%
Not sure	2	10%
Total	**20**	**100%**

Source: Field Study (2026)

The findings presented in Table 4.2 indicate that 15 respondents (75%) were aware of MyLOFT Software, while 3 respondents (15%) reported that they were not aware of the software. Additionally, 2 respondents (10%) were not sure whether they were aware of MyLOFT Software or not. These findings suggest that the majority of library users at Dar es Salaam Institute of Technology were aware of the existence of MyLOFT Software.

The high level of awareness may be attributed to the efforts made by the library in promoting electronic information resources through user orientation programmes, library training sessions, and communication channels. Awareness of MyLOFT Software is important because it enables users to access electronic books, journals, and other academic resources conveniently through a single platform.

During the interview, one librarian stated:

> *"..The library has been introducing MyLOFT Software to students during orientation programmes and information literacy sessions. This has helped many students become aware of the platform and its benefits."*

Another interviewee added:

> *"..Although many students know about MyLOFT, some are still unaware of its existence, especially those who rarely visit the library or participate in library training programmes."*

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The findings imply that while awareness of MyLOFT Software is relatively high among library users, there is still a need for the library to strengthen awareness campaigns to ensure that all users are informed about the availability and benefits of the software. Frequent interaction with library services increases the likelihood of awareness and utilization of digital platforms such as MyLOFT Software, making respondents suitable for providing reliable information regarding the software's awareness, perceptions, and usage.

4.3 How Library Users Became Aware of MyLOFT Software

This section presents findings on how library users at Dar es Salaam Institute of Technology (DIT) became aware of MyLOFT Software. Understanding the sources of awareness is important because it helps the library to identify the most effective channels for promoting digital library services and improving user engagement with electronic resources.

Table 4.3: Sources of Awareness of MyLOFT Software among Library Users (N = 20)

Sources	Frequency (n)	Percentage (%)
Library orientation	5	25%
Lecturers	10	50%
Friends/colleagues	2	10%
Social media/Email	3	15%
Total	**20**	**100%**

Source: Field Study (2026)

The findings in Table 4.3 show that the majority of respondents, 10 (50%), became aware of MyLOFT Software through lecturers. This suggests that lecturers play a significant role in introducing students to digital academic tools. Additionally, 5 respondents (25%) reported that they became aware of MyLOFT during library orientation programmes, indicating that institutional training sessions are also an important source of awareness.

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Furthermore, 3 respondents (15%) indicated that they learned about MyLOFT through social media or email communication, while 2 respondents (10%) reported that they became aware of the software through friends or colleagues. These findings suggest that informal communication channels also contribute, although to a lesser extent, in spreading awareness of library digital services.

The dominance of lecturers as a source of awareness implies that academic staff play a key role in connecting students to institutional digital resources. This highlights the importance of strengthening collaboration between librarians and teaching staff to ensure wider dissemination of information about MyLOFT Software.

However, reliance on a limited number of awareness channels may restrict full exposure of the system to all users. Therefore, the library should diversify its promotional strategies by strengthening digital communication channels, improving library outreach programmes, and ensuring continuous user education on MyLOFT Software.

4.4 Use of MyLOFT Software to Access Information Resources

This section presents findings on whether library users at Dar es Salaam Institute of Technology (DIT) use MyLOFT Software to access information resources. The use of digital library platforms is an important indicator of their effectiveness in supporting academic activities, as it reflects the extent to which users engage with available electronic resources.

Table 4.4: Use of MyLOFT Software among Library Users (N = 20)

Response	Frequency (n)	Percentage (%)
Yes	12	60%
No	8	40%
Total	**20**	**100%**

Source: Field Study (2026)

The findings in Table 4.4 indicate that 12 respondents (60%) reported that they use MyLOFT Software to access information resources, while 8 respondents (40%) indicated that they do not use the software. These findings suggest that although a majority of users

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engage with MyLOFT, a significant proportion of respondents are still not utilizing the platform for accessing academic resources.

The results imply that MyLOFT Software has been moderately adopted among library users at DIT. The 12 respondents (60%) usage rate reflects a positive trend in digital resource utilization, possibly influenced by awareness campaigns and academic requirements. However, the presence of non-users indicates that barriers such as lack of adequate skills, limited awareness, or technical challenges may still exist.

The findings further suggest that usage of MyLOFT is not yet universal among library users, which may affect equal access to electronic information resources. This gap highlights the need for the library to strengthen user training and ensure that all students are equipped with the necessary skills to effectively use the platform. Therefore, the library should enhance support mechanisms such as hands-on training sessions, continuous user education, and improved accessibility to ensure that all students benefit fully from MyLOFT Software services

4.5 Frequency of Use of MyLOFT Software

This section presents findings on how often library users at Dar es Salaam Institute of Technology (DIT) use MyLOFT Software. Understanding the frequency of use is important because it helps to determine the level of user engagement with the system and the extent to which the software supports access to electronic information resources.

Table 4.5: Frequency of Use of MyLOFT Software among Library Users (N = 20)

Frequency	Frequency (n)	Percentage (%)
Daily	5	25%
Weekly	10	50%
Occasionally	2	10%
Never	3	15%
Total	**20**	**100%**

Source: Field Study (2026)

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The findings in Table 4.5 indicate that 10 respondents (50%) use MyLOFT Software weekly, 5 respondents (25%) use it daily, 2 respondents (10%) use it occasionally, while 3 respondents (15%) reported that they never use the software. These results suggest that the majority of respondents use MyLOFT regularly, particularly on a weekly basis.

The relatively high frequency of use demonstrates that MyLOFT Software has become an important tool for accessing academic resources among library users at DIT. However, the presence of respondents who rarely or never use the system indicates that full adoption has not yet been achieved.

During the conversation, one librarian specified:

> *"..I mostly use MyLOFT when I have assignments because it helps me access journals and e-books easily from anywhere."*

Another librarian clarified:

> *"..Sometimes I forget to use MyLOFT because I am not very confident with the system, so I prefer using physical books in the library."*

These responses indicate that usage is influenced by academic needs as well as user confidence in using digital systems. The findings suggest that while MyLOFT is actively used by a majority of students, there is still a need for continuous training and awareness to encourage consistent and confident use among all library users.

4.6 Types of Resources Accessed Through MyLOFT Software

This section presents findings on the types of information resources accessed by library users through MyLOFT Software at Dar es Salaam Institute of Technology (DIT). Understanding the types of resources accessed is important because it helps to determine how effectively the system is being used to support academic activities such as learning, teaching, and research.

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Table 4.6: Types of Resources Accessed Through MyLOFT Software (N = 20)

Types of Resources Accessed	Frequency (n)	Percentage (%)
E-books	5	25%
E-journals	2	10%
Databases	3	15%
All of the above	10	50%
Total	**20**	**100%**

Source: Field Study (2026)

The findings in Table 4.6 indicate that 10 respondents (50%) access all types of resources available in MyLOFT Software, including e-books, e-journals, and databases. Additionally, 5 respondents (25%) mainly access e-books, 3 respondents (15%) access databases, and 2 respondents (10%) access e-journals. These results suggest that MyLOFT Software is widely used as a multi-functional platform for accessing different types of academic resources. The dominance of users who access all categories of resources implies that MyLOFT provides an integrated and convenient platform for academic information retrieval.

During the interview, one respondent detailed:

> *"..MyLOFT is very helpful because I can find both e-books and journals in one place without searching many different websites."*

Another respondent added:

> *"..I mostly use e-books for my coursework, but sometimes I also check journals when doing assignments and research."*

These responses show that users appreciate the flexibility and convenience offered by MyLOFT in accessing different types of academic materials. The findings suggest that MyLOFT Software plays an important role in supporting academic work by providing access to a wide range of electronic resources, although some users still focus on specific resource types depending on their academic needs.

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4.7 Challenges Faced When Using MyLOFT Software among Library Users

This section presents findings on whether library users at Dar es Salaam Institute of Technology (DIT) face challenges when using MyLOFT Software. Understanding the challenges is important because it helps to identify barriers that may affect effective utilization of digital library resources and overall user satisfaction.

Table 4.7: Challenges Faced When Using MyLOFT Software (N = 20)

Challenges	**Frequency (n)**	**Percentage (%)**
Yes	16	80%
No	4	20%
Total	**20**	**100%**

Source: Field Study (2026)

The findings in Table 4.7 indicate that 16 respondents (80%) reported that they face challenges when using MyLOFT Software, while 4 respondents (20%) indicated that they do not face any challenges. These results suggest that although MyLOFT is being used by library users, the majority still encounter difficulties that may affect their effective use of the platform.

The high percentage of respondents experiencing challenges implies that there are barriers hindering optimal utilization of MyLOFT Software at DIT. These challenges may include limited digital literacy, poor internet connectivity, difficulties in navigation, or lack of adequate user training. Such barriers can reduce the efficiency of accessing academic resources through the platform.

During the interview, A librarian specified:

> *"..Sometimes the system is slow or difficult to log in, especially when the internet connection is weak."*

Another respondent explained:

> *"..I find it hard to use MyLOFT properly because I was not given enough training on how to access all its features."*

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These responses indicate that technical and skills-related issues significantly affect the effective use of MyLOFT Software among users. Overall, the findings suggest that despite the usefulness of MyLOFT Software, there is a need for the library to strengthen user training, improve system accessibility, and ensure reliable internet services to enhance user experience and satisfaction.

4.8 Specific Challenges Faced When Using MyLOFT Software

This section presents findings on the specific challenges faced by library users when using MyLOFT Software at Dar es Salaam Institute of Technology (DIT). Identifying specific challenges is important because it helps the library management to understand the exact barriers affecting effective utilization of the system and to develop appropriate interventions for improvement.

Table 4.8: Specific Challenges Faced When Using MyLOFT Software (N = 20)

Response	Frequency (n)	Percentage (%)
Lack of awareness	2	10%
Poor internet connectivity	10	50%
Lack of skills	3	15%
Difficulty in navigation	5	25%
Total	**20**	**100%**

Source: Field Study (2026)

The findings in Table 4.8 indicate that the most common challenge faced by respondents is poor internet connectivity, reported by 10 respondents (50%). This is followed by difficulty in navigation, reported by 5 respondents (25%), lack of skills reported by 3 respondents (15%), and lack of awareness reported by 2 respondents (10%). These findings suggest that technical and infrastructural issues are the major barriers affecting effective use of MyLOFT Software.

The dominance of poor internet connectivity as a challenge implies that access to stable and reliable internet services is a key requirement for effective utilization of MyLOFT Software. Without sufficient internet access, users may experience interruptions, delays,

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or failure to access academic resources, which negatively affects their learning experience.

During the interview, one respondent remarked:

> *"..The biggest problem is internet connectivity; sometimes it is very slow or completely unavailable, which makes it hard to use MyLOFT."*

Another librarian reported:

> *"..Even when the internet is available, I sometimes struggle to find the materials I need because the system is not very easy to navigate."*

These responses indicate that both infrastructural and user-related challenges affect the effective use of MyLOFT Software at DIT. Whole, the findings suggest that improving internet infrastructure, enhancing user training, and simplifying system navigation could significantly improve the utilization of MyLOFT Software among library users.

4.9 Frequency of Challenges Affecting the Use of MyLOFT Software

This section presents findings on how often the challenges faced by library users affect their use of MyLOFT Software at Dar es Salaam Institute of Technology (DIT). Understanding the frequency of these challenges is important because it helps to determine the extent to which barriers interfere with consistent and effective utilization of the system.

Table 4.9: Frequency of Challenges Affecting Use of MyLOFT Software (N = 20)

Response	Frequency (n)	Percentage (%)
Always	15	75%
Sometimes	2	10%
Rarely	3	15%
Never	0	0%
Total	**20**	**100%**

Source: Field Study (2026)

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These results recommend that challenges associated with MyLOFT Software are persistent and significantly interfere with users' ability to access and utilize electronic resources effectively. The high percentage of respondents who indicated "always" reflects a serious impact of these challenges on consistent usage of the system.

During the interview, one respondent specified:

> *"..Whenever there is poor internet connection, I cannot use MyLOFT at all, especially when I urgently need academic materials."*

Another respondent explained:

> *"..Sometimes the system works, but when it becomes slow or difficult to log in, it affects my studies because I depend on it for assignments."*

These responses indicate that technical and connectivity issues frequently disrupt users' academic activities. Total, the findings suggest that the challenges associated with MyLOFT Software are not occasional but recurrent, and therefore require urgent attention from the library management to improve system reliability, internet access, and user support services.

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CHAPTER FIVE

SUMMARY, CONCLUSION, AND RECOMMENDATIONS

5.0 Introduction

This chapter presents the summary of the main findings of the study, conclusion, policy implications, recommendations, and areas for further studies. It synthesizes the key findings obtained from the field in relation to the objectives of the study on the assessment of library users' awareness and utilization of MyLOFT Software at Dar es Salaam Institute of Technology (DIT).

5.1 Summary of the Findings

The study aimed to assess library users' awareness, usage, perceptions, promotion mechanisms, and challenges related to MyLOFT Software at Dar es Salaam Institute of Technology (DIT). A total of 20 respondents participated in the study. Data were collected through questionnaires and interviews. Quantitative data were analyzed using descriptive statistics and presented in tables and percentages, while qualitative data were analyzed thematically and supported by direct quotations.

5.1.1 Awareness of MyLOFT Software

The findings revealed that the majority of respondents (75%) were aware of MyLOFT Software, while 15% were not aware and 10% were not sure. The main sources of awareness included lecturers (50%), library orientation programmes (25%), social media/email (15%), and friends or colleagues (10%). These findings indicate that lecturers and institutional orientation programmes play a key role in creating awareness of MyLOFT Software among students.

5.1.2 Use of MyLOFT Software

The findings showed that 60% of respondents use MyLOFT Software to access information resources, while 40% do not use it. This indicates that although the system is moderately adopted, a significant proportion of users are still not utilizing it for academic

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purposes. This suggests the presence of barriers such as lack of skills, limited awareness, or technical challenges.

5.1.3 Frequency of Use and Types of Resources Accessed

The study found that 50% of respondents use MyLOFT weekly, 25% daily, 10% occasionally, and 15% never use it. Regarding types of resources accessed, 50% of respondents access all resources (e-books, e-journals, and databases), 25% access e-books, 15% access databases, and 10% access e-journals. These findings indicate that MyLOFT is mainly used for accessing multiple types of academic resources, particularly e-books and integrated materials.

5.1.4 Challenges Facing Users of MyLOFT

The findings revealed that 80% of respondents face challenges when using MyLOFT Software, while 20% do not. The major challenges include poor internet connectivity (50%), difficulty in navigation (25%), lack of skills (15%), and lack of awareness (10%). Furthermore, 75% of respondents reported that these challenges always affect their use of the system, indicating persistent barriers to effective utilization.

5.2 Conclusion of the Findings

The study concludes that awareness of MyLOFT Software among library users at DIT is relatively high, mainly due to lecturers and library orientation programmes. However, despite this awareness, utilization levels are still moderate, indicating a gap between awareness and actual usage.

The study further concludes that MyLOFT Software is used by many students, especially on a weekly basis, and is mainly accessed for e-books and other academic resources. However, a considerable number of students still do not use the system due to various challenges.

In addition, the study concludes that users face significant challenges when using MyLOFT Software, with poor internet connectivity and difficulty in navigation being the

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most critical barriers. These challenges frequently affect users' ability to access academic resources effectively.

5.3 Policy Implications

The findings imply that improving digital library services requires strong institutional support, particularly in infrastructure development and user training. Without reliable internet connectivity and adequate user support, the effectiveness of MyLOFT Software will remain limited.

The study also implies that collaboration between librarians and lecturers is essential in promoting awareness and usage of digital library platforms. Institutions should strengthen policies that support continuous digital literacy training and integration of library systems into academic activities.

5.4 Recommendations

- The study recommends that Dar es Salaam Institute of Technology should strengthen internet infrastructure to ensure stable and reliable access to MyLOFT Software.
- The library should also conduct continuous user training and awareness programmes to improve students' skills in using the system effectively.
- Furthermore, collaboration between librarians and lecturers should be enhanced to promote consistent use of MyLOFT Software in teaching and learning activities.
- Finally, the institution should improve technical support services to assist users in resolving challenges related to navigation and system usage.

5.5 Areas for Further Studies

This study focused on MyLOFT Software at Dar es Salaam Institute of Technology; therefore, further studies should be conducted in other higher learning institutions to compare usage patterns and challenges.

Future research should also focus on the impact of MyLOFT Software on academic performance and student learning outcomes.

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As well, further studies should explore the effectiveness of digital library promotion strategies in improving adoption of electronic resource platforms in academic libraries.

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RESEARCH QUESTIONNAIRE

Dear respondents,

I am **ZENA RAMADHANI JAILOS**a student of SLADS pursuing Diploma in Records and Archives Management. Currently I am conducting a research project titled "***The Use of Myloft Software in Improving Accessibility of Information Resources".***

I will highly appreciate your cooperation in filling this questionnaire, which will take not more than 20 minutes. All information provided will be kept confidential and only used for the purpose of the study.

Please tick (✔) the appropriate answer.

1. Gender:
   a) Male ( )
   b) Female ( )

2. Age:
   a) 18–25 ( )
   b) 26–35 ( )
   c) 36–45 ( )
   d) Above 45 ( )

3. Status:
   a) Student ( )
   b) Academic Staff ( )
   c) Non-academic Staff ( )

4. Level of Study (for students):
   a) Diploma ( )
   b) Degree ( )
   c) Postgraduate ( )

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5. Are you aware of MyLOFT software provided by the library?
   a) Yes ( )
   b) No ( )

6. How did you become aware of MyLOFT software?
   a) Library orientation ( )
   b) Lecturers ( )
   c) Friends/colleagues ( )
   d) Social media/Email ( )

7. How would you rate your level of awareness of MyLOFT software?
   a) High ( )
   b) Moderate ( )
   c) Low ( )

8. Do you use MyLOFT software to access information resources?
   a) Yes ( )
   b) No ( )

9. How often do you use MyLOFT software?
   a) Daily ( )
   b) Weekly ( )
   c) Occasionally ( )
   d) Never ( )

10. What type of resources do you access through MyLOFT?
    a) E-books ( )
    b) E-journals ( )
    c) Databases ( )
    d) All of the above ( )

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11. Do you face any challenges when using MyLOFT software?

a) Yes ( )

b) No ( )

12. What challenges do you face when using MyLOFT?

a) Lack of awareness ( )

b) Poor internet connectivity ( )

c) Lack of skills ( )

d) Difficulty in navigation ( )

13. How often do these challenges affect your use of MyLOFT?

a) Always ( )

b) Sometimes ( )

c) Rarely ( )

d) Never ( )

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INTERVIEW GUIDE

(Key Informants)

1. What is your understanding of MyLOFT software and its purpose in the library?
2. How did you first learn about MyLOFT software at DIT?
3. In your opinion, how well are users informed about MyLOFT services at DIT?
4. How do you use MyLOFT software to access information resources?
5. What features of MyLOFT do you find most useful in your academic work?
6. How frequently do you use MyLOFT, and for what purposes?
7. What challenges do you experience when using MyLOFT software?
8. How do these challenges affect your ability to access information resources?
9. What suggestions do you have to improve the use of MyLOFT at DIT?

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APPENDIX I

REAEARCH WORK PLAN/ SCHEDULE TIME FRAME

The research will be conducted for the period of six (6) weeks as follow

ACTIVITIES PROGRAM	**1ST WEEK**	**2ND WEEK**	**3RD WEEK**	**4TH WEEK**	**5TH WEEK**	**6TH WEEK**
Reporting at the working place						
Familiarization and distribution of questionnaire						
Interview schedules						
Collection of data and compilation						
Data analysis and presentation						
First draft proof reading and final report submission						

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APPENDIX II

BUDGET

The study will require money in order to achieve the goals for data collection. It includes stationery, transport expenses as well as daily expenses for researcher survival. The expenditure will be as the follow:

S/N	Item	Quantity	Cost
1	Pens	1box	10,000/=
2	Papers	1ream @ 15000	15,000/=
3	Questionnaire and interviews questions preparation	50 copies @ 200	10,000/=
4	Typing and printing proposal		40,000/=
6	Meals	40 days @ 5000	200,000/=
	TOTAL		**310,000/=**

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APPENDIX II

APPROVAL LETTER

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF
EDUCATION, SCIENCE AND TECHNOLOGY
DAR ES SALAAM INSTITUTE OF
TECHNOLOGY

Our Ref. No: AB.83/284/01/124 11th March 2026

Zena Ramadhan Jailos,
School of Library, Archives and Documentation Studies (SLADS),
Ukuni, Block S, Plot No.96,
P. O. BOX 227, **BAGAMOYO.**

RE: AUTHORISATION FOR DATA COLLECTION AT DIT

I acknowledge receipt of SLADS request for you to conduct data collection at the Dar es Salaam Institute of Technology (DIT) for your Project titled "Assessment of the use of MyLOFT Software in Improving Accessibility of Information Resources to Users" as part of your Diploma Studies in Library and Information Management.

2. I am pleased to inform you that you have been granted permission to conduct data collection at DIT for your project from 23rd to 26th April 2026 as requested.

3. Kindly note that all the data that will be collected from DIT will have to be treated with the highest level of confidentiality and used exclusively for academic purposes.

5. If the results are to be published on any online platform, any text in which our Institute is mentioned must first be reviewed and approved by our Institute prior to publication.

6. Please present this letter to any Department Heads or respondents as proof of authorization while on campus.

7. If you have any questions or require further assistance during your time at DIT, please contact Dr. Ahab Ndabigaye, the Coordinator for Research, Publication and Innovation. He can be reached through his email ahab.ndabigaye@dit.ac.tz or mobile phone number 0775294539.

8. Thank you.

Dr. Ahab Ndabigaye
FOR RECTOR

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