

## **Abstract**

Cloud computing is one of the recent Internet related computing paradigms being implemented by academic libraries across the globe in bringing information services closer to their diverse and remote users. This leads to user satisfaction, enhanced image of librarians and university at large. The aim of undertaking this research was to explore the integration of cloud computing and service delivery in academic libraries with reference to South Eastern Kenya University. The objectives were to assess the impact of cloud computing information services, examine the application of cloud computing technologies, find out the factors influencing optimal utilization of cloud computing information services and develop appropriate strategies to increase utilization of cloud computing information services at South Eastern Kenya University library. The research adopted quantitative and qualitative research approaches. In total, 152 respondents were included in this study where 63 and 89 were lecturers and postgraduate students respectively. Purposive and census sampling techniques were adopted in selecting respondents for data collection. Data and information were collected through questionnaires and document analysis. Collected data and information were analyzed using multiple regression analysis and thematic content analysis methods. Results of the study revealed that cloud technologies have greatly transformed service delivery in academic libraries and in addition has led to introduction of new services. Use of cloud computing in libraries has tremendous benefits to users as it enables access of services anywhere and anytime, although there are challenges related to inadequate computing facilities. Utilization of cloud computing services are influenced by performance expectation, effort expectation, social influence, and facilitating conditions as presented in UTAUT theory. There is need to enhancement of digital literacy training, investment on Information and Communication Technology facilities and creation of online tutorials with the aim of increasing utilization of cloud services among library users. This study is beneficial to library management in helping boost usage of cloud computing information services.