The purpose of this study was to investigate the problems faced by library users when accessing electronic information in the university libraries in Kenya. The study was as a result of realization that, even with availability of information resources, library users did not use them satisfactorily. The study has established that, electronic information resources are available in both USIU-A and KU libraries but they are not able to meet user needs due to the problems involved. Both identified a number of problems that hinder them access to electronic information more particularly, Internet and Computer disk Read Only Memory. The study identified problems some of which are individual-based such as poor information retrieval skills among electronic information users. The other problems result from librarians' assistance such as being dependent on them and others were not within users or librarians' control. Such problems are unreliable telecommunication, poor power supply amongst others. In general, similar problems are experienced in both university libraries. Causes of electronic information access problems were identified such as lack of training among users, and lack of necessary equipment due to shortage of funds. Respondents suggested possible solutions such as being trained to acquire adequate information resources while some KU undergraduates do not use it at all. Library users, when they lack information from electronic information sources, turn to other alternative sources for information.