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USE AND USERS' SATISFACTION WITH ONLINE PUBLIC ACCESS CATALOGUE (OPAC) SERVICES BY UNDERGRADUATE STUDENTS IN FEDERAL UNIVERSITY DUTSIN-MA: A SURVEY

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Abstract
The study investigated the Use and Users' Satisfaction with Online Public Access Catalogue (OPAC) Services by Undergraduate Students in Federal University Dutsin-Ma: A Survey. The study was guided by four objectives. Survey research design was used in the study. The population of the study was 500 undergraduate students in Federal University Dutsin-Ma library and use a random sampling techniques to select a sample of 200 undergraduate students who were found using the library at the time of data collection. The data was collected with the aid of structured questionnaire. The collected data were analyzed using simple percentages and presented using bar charts. The study reveals that 27.6% respondents visit the library daily; about 26.5% visit the library once in a week. It also shows that 17.6% of the respondents use the OPAC to find out the availability of books in the library. About 13.5% respondents chose the OPAC to know the location of materials required and to know the availability of other documents in the library. The study discovered that 21.8% of the respondents are highly satisfied with the use of online public access catalogue whereas 33.5% of the respondents indicated that they were satisfied with the use of it. Also, 27.1% were dissatisfied with the use of OPAC. 12.9% of respondents indicated that they were very dissatisfied with the use of OPAC. The study also reveals that 15.3% of the respondent find problem to use OPAC as a result of lack of skills to use OPAC independently, 14.7% of them state that OPAC not functioning properly, 14.1% faced lack of guidance to use OPAC.
Keywords: *Use, Users' Satisfaction, OPAC, Undergraduate Students, FUDMA*

Introduction

University library being the heart of the university system provides suitable materials useful for teaching, learning and research purposes and thus supplement classroom teaching which work along with provision of information required to attain intellectual pursuits. Suleiman, Rajeev & Hassana (2017) asserted that academic libraries are designed in higher institutions of learning to support teaching, learning and research. Thus, academic libraries are set up to support the universities' curricular as well as support research of the faculty and students. In order to achieve this goal, most libraries have put in place adequate resources to support teaching and research, trained and qualified librarians skilled of organizing the information contents in the most scientific and helpful order as well as a library catalogue which is used to enable easy retrieval of educational resources in the library (Bamidele, Omeluzor, Onoyeyan and Titilayo, 2014).

In any academic institutions, it is expected that the library provides opportunities for librarians to serve users in different ways, for example, by hosting new types of tools that enables the users to guide themselves in specialized disciplines. University libraries according to Asokan & Dhanavanda (2015) are information gateways of the university that translate the acquired information resources in an organized manner with searchable options which connects the past and future. Essentially, the library catalogue is one of the important apparatuses of the library which links users' requirements to the documents in a library. Traditionally, manual information retrieval system was used in most libraries to identify and locate available materials by checking card catalogue. In this system all cards had to be drafted, checked, typed, proofread, corrected, sorted, filed and the filling checked. Also, whenever any book is moved to a new location, withdrawn or lost, all the cards had to be found and corrected. However, Adigun, Salvador & Abdulazeez (2011) asserted that this system was considered by various setbacks such as time consuming, subjected to constant backlogs and errors in card production and filling Furthermore, as libraries expand and grow, it becomes more difficult to maintain the manual card catalogue due to increasing cost of catalogue maintenance. However, with the development in information technologies and the trends in the provision of effective library services, information searchers should be able to access library OPAC in their offices, homes, hostels, lecture rooms or laboratories at any time before coming to the library to borrow the materials. It is a tool designed to facilitate information retrieval process in this information age.

OPAC, as a novel strategy for augmenting the accessibility of library services on the internet, irrespective of the geographical location, renders it convenient for users situated remotely or at workstations typically concentrated proximate to the library's reference desk. This arrangement simplifies the process of users requesting the guidance of a knowledgeable reference librarian. The provision of information and services in every academic library should continuously adapt to the evolving requirements of its patrons. (Adeniran, 2011). With OPAC, library users can trace information resources they need in the library easily. It improves searching competences of the library resources because information resources can be located as easy as possible compared to the traditional card catalogue. Some OPACs are

Internet-based, that is they can be accessed globally on the World Wide Web (WWW) while those that are not internet-based are those usually installed on standalone computers.

Currently in Nigeria, not all of the available Online Public Access Catalogs (OPACs) can be accessed on the World Wide Web (WWW). Certain OPACs are already in use, whereas others have not yet attained full functionality. Zainal and Hussin (2014), identified that OPAC has achieved the capabilities of providing easy access to bibliographic information by using Graphical User Interfaces (GUIs) such as Windows and the use of WWW. The WWW supposed widespread access which raised potential for Web OPAC and interactive graphical user interface design. Additionally, with the advent of OPAC, the library information resources can be searched through multiple ways such as title, author, subjects, publisher, keyword, call number, ISBN, date and place of publication (Fati & Adetimirin, 2015). With OPAC, students can now browse online the physical collection of the library anywhere regardless of their geographical location and thus this creativity has saved their time and cost of travelling from their remote locations and number of physical presence in the library. They argue that OPAC minimizes the time and stress of searching through shelves thereby supporting the fourth of the Ranganathan's law of Library Science "Save the time of the user". Utilization of resource is the act of exploiting resources to satisfy an information need.

The importance of Library OPAC cannot be overemphasized, because it is the online database of materials held by a library or group of libraries which provide a platform for students to search and to locate books and other materials available in the library. Therefore, by utilizing the library's OPAC, students have the ability to independently retrieve bibliographical records of various information resources without relying on assistance from library personnel or a fellow student. Furthermore, this can be accomplished without the need to physically be present in the library, as the OPAC can be accessed from a remote location. Federal University Dutsin-Ma library provides a functional OPAC work station within the library premises and can be searched remotely without being present in the library. It is in line with this that the researcher intends to carry out this study in order to find out the purpose of utilization, extent of satisfaction with OPAC as well as the challenges of using OPAC by undergraduate students in retrieving information in Federal University Dutsin-Ma, library.

Objectives of the Study

The main objective of this study is to investigate the use of Online Public Access Catalogue (OPAC) among users of FUDMA Library, Federal University Dutsin-Ma. Specifically, the study sought to find out the:

1. Frequency of library use among undergraduate students library users,
2. Purpose of using Library's OPAC among undergraduate students library users,
3. Satisfaction with library's OPAC among undergraduate students library users, and
4. Challenges of OPAC faced among undergraduate students library users.

Review of Related Literature

Effective utilization of online public access catalogue by users enhances knowledge and quality of research output (Gana, Ajibili & Dare, 2019). The basic purpose of the OPAC is to build a database of library holdings which provides an online catalogue to help users in identifying and searching resources. Sani, Dangani and Fari (2020) in their study on awareness of online public access catalogue by undergraduate students in Federal University Dutsinma Library, Katsina State, discovers that undergraduate students in Federal University Dutsin-Ma were aware with some of the services provided by OPAC. Connecting to some online databases and finding whether needed materials is available or not in the library among others were some of the services students have high level of awareness. However, undergraduate students have low level of awareness on identifying books by a given author among others.

Additionally, a recent study by Asokan & Dhanavandan (2015) in their studies on Awareness and Usage of Online Public Access Catalogue (OPAC) by Students and Faculty Members: A Case Study. Their findings shows the reason for using OPAC by the respondents. The five points scale was used to find out the opinions behind that. Out of 172, 114(66.28) shown that they use OPAC to know the status of the document, where 104(60.47) showed that they use OPAC because it has less time consuming for Searching, another 100(58.14) indicated that they use it to identify the availability of document and information and 95(55.23) to find the new arrivals while 85(49.42) to know the location of required document.

A study by Shorunke, Eluwole and Gbenu (2014) on Evaluating Users' Satisfaction with Landmark University's Online Public Access Catalogue (OPAC) showed that more than half of the respondents 108(54.0%) made use of OPAC to conduct research and this was followed by 83(41.5%) who used OPAC to search materials for assignment. It is however worrisome to note that 132(66.0%) of the respondents did not use OPAC to search materials for thesis/project and 128(64.0%) does not search OPAC for course materials. Also negligible is the percentage of the respondents that made use of OPAC 'to keep abreast' 12(6.0%). This finding is an indication that some higher institution has step up awareness campaign while some are still lagging behind. This may be as a result of lack of awareness of OPAC service or skill to use it. It is expected that students should use OPAC more since they have access to the internet in their various locations within the campus. Ordinarily, they will want to be sure that the library has the materials they need before they come to library to borrow or use the materials. This may likely trigger the use of OPAC although the study does not show that the library under study operates a web-based OPAC.

Adegun, et al. (2021) studied the Use of Online Public Access Catalogue (OPAC) Among Library Users: A Case Study of Olusegun Oke Library, Lautech, Ogbomoso, Oyo State, Nigeria. The study adopted the descriptive survey method using structured questionnaire to collect data. Findings of the study revealed that the rate at which users use the OPAC at the Olusegun Oke Library is quite high. The findings also revealed that majority of the respondents (33.0%) use the OPAC in finding journals and other reading materials,

while 23.1% use the OPAC to know the availability of books in the library. Some of the problems observed from the study revealed that OPAC is not functioning properly, searching is time consuming, failure rate is more, there is lack of instruction and proper guidance from library staff on the use of OPAC.

Library user satisfaction implies how users feel after using the information resources and services and their willingness to return to the library when next they need information. Asokan and Dhanavandan (2015) in their studies on Awareness and Usage of Online Public Access Catalogue (OPAC) by Students and Faculty Members: A Case Study. The study discovered that among the 58 faculty members, 36 (62.07%) were fully satisfied, 11 (18.97%) were satisfied, 5(8.62%) were moderately satisfied and 3(5.17%) of them equally dissatisfied and very dissatisfied with using OPAC facility in the library. And Out of 114 students, 64(56.14%) were fully satisfied, 32(28.07%) were satisfied, 9(7.89%) were moderately satisfied, 7(6.14%) were dissatisfied and 2(1.75%) of them very dissatisfied with using OPAC. It is concluded that, more than fifty percent of the respondents were fully satisfied with using the OPAC facility.

Several factors hinders against effective utilization of OPAC. Such factors may differ from one university and library to another. Shivakumaraswmay & Narendra (2016) studied the Use and Users Satisfaction on Online Public Access Catalogue (OPAC) Services in B G S Institute of Technology: A Survey. The research discovered lack of skills to use OPAC independently, lack of awareness about OPAC and lack of proper guidance to use OPAC were the major problem faced by the users while using OPAC. Finding revealed that satisfaction level of engineering students of school of engineering were quite encouraging and they were very much satisfied with the performance and quality of OPAC service.

Awareness in this case may have been caused by inability of librarians to notify users since a study by Msagati (2016) in his study on awareness and use of scholarly electronic journals by members of academic staff: a case study of Dar es Salaam University College of Education (DUCE), also acknowledged limited number of computers with internet access, inadequate searching skills, low bandwidth and frequent power outages were indicated as some of the barriers that militate against effective use of OPAC. The study recommends, among others, periodic information literacy training for distance learners during orientation and face to face sessions, introduction of information literacy compulsory course across the curriculum, provision of more PCs on campus, improvement of bandwidth, provision of standby generator in the computer labs and employment of proactive marketing strategies.

Research Methodology

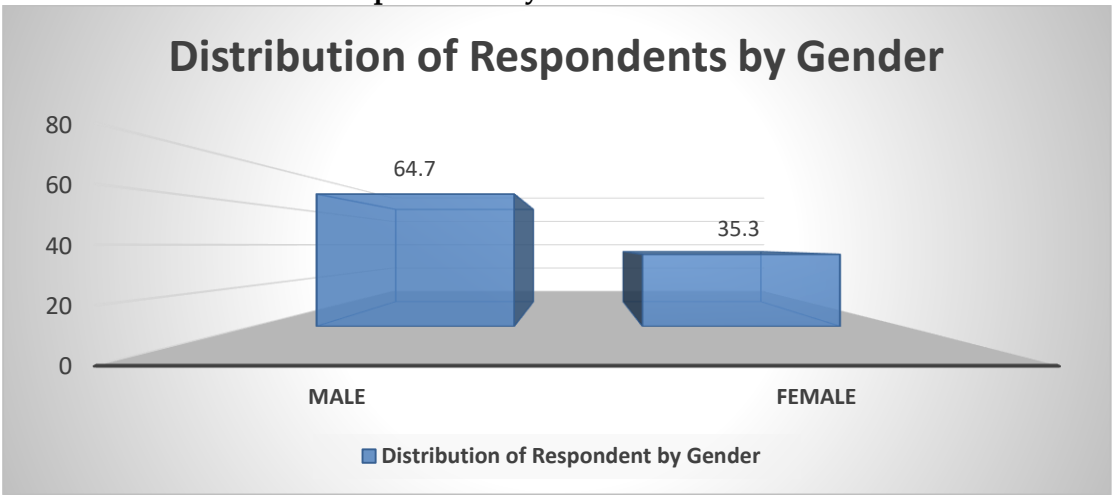
In this present study, survey research design was used in the study. The population of the study was 500 undergraduate students in Federal University Dutsin-Ma who were found using the library at the time of data collection and use a simple random sampling techniques to select a sample of 200 undergraduate students to solicit for their opinions about the use and users satisfaction with Online Public Access Catalogue (OPAC) services at

FUDMA library. Data was collected with the aid of structured questionnaire. The collected data were analyzed using simple percentages and presented using bar charts.

Findings and Discussion

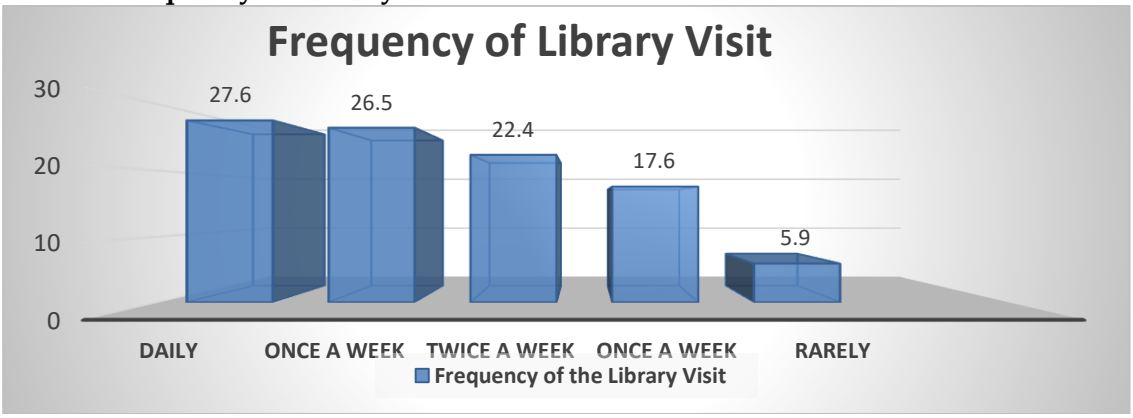
One hundred and seventy copies out of two hundred questionnaire administered were returned and analyzed representing a response rate of 85%.

Chart 1: Distribution of Respondents by Gender



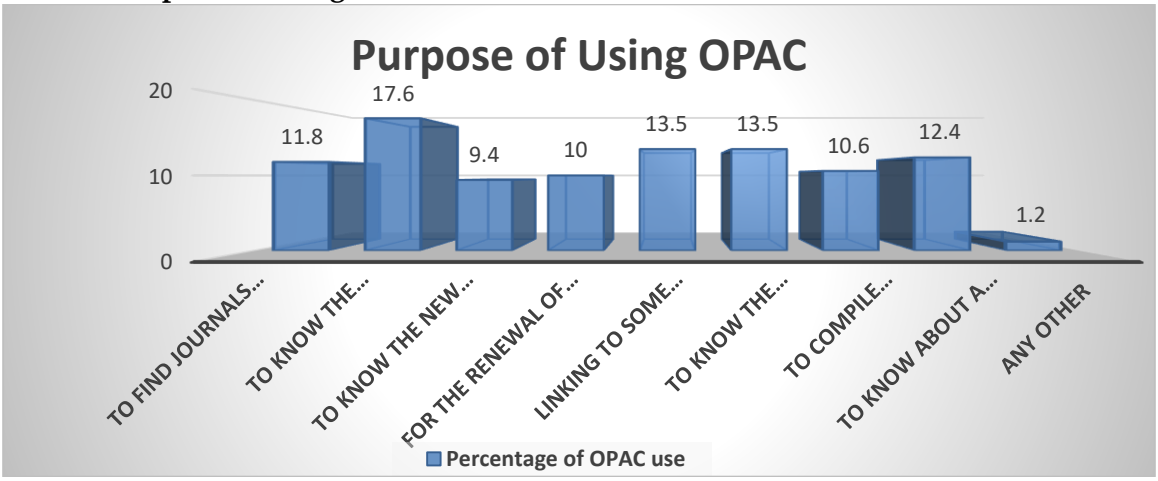
The findings in chart 1 revealed that 64.7% were male respondents while 35.3% were female. It shows that male was more represented than female. The reason that can be given for more male users could be due to the fact that they visit the OPAC section in the university library to make use of it more frequently than female users.

Chart 2: Frequency of Library Visit



The frequency of library visit by FUDMA library users is given in chart 2. It reveals that 27.6% respondents visit the library daily; about 26.5% visit the library once in a week; nearly 22.4% visit library twice a week; only 17.6% of them visit the library once a month and only 5.9% of them visit the library rarely. This indicated that the library is been patronized by the respondents for various reasons.

Chart 3: Purpose of Using OPAC



The FUDMA library users visit library for various purposes, chart 3 shows that 17.6% of the use the OPAC to find out the availability of books in the library. 13.5% respondents chose the OPAC to know the location of materials required and to know the availability of other documents in the library. 12.4% of the respondents use OPAC to know about a document before visiting library and 11.8% of the respondents use the OPAC to find journals and other reading materials. 10.6% of the respondents use the OPAC to compile bibliography of books on a particular subject while 9.4% of them use the OPAC to know the new arrival list in the library.

Chart 4: Level of Satisfaction with OPAC

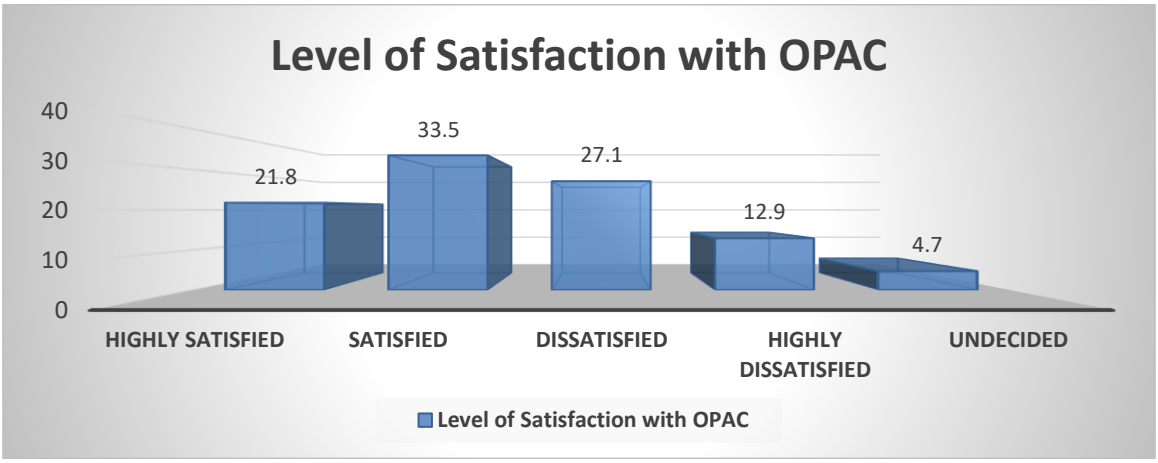
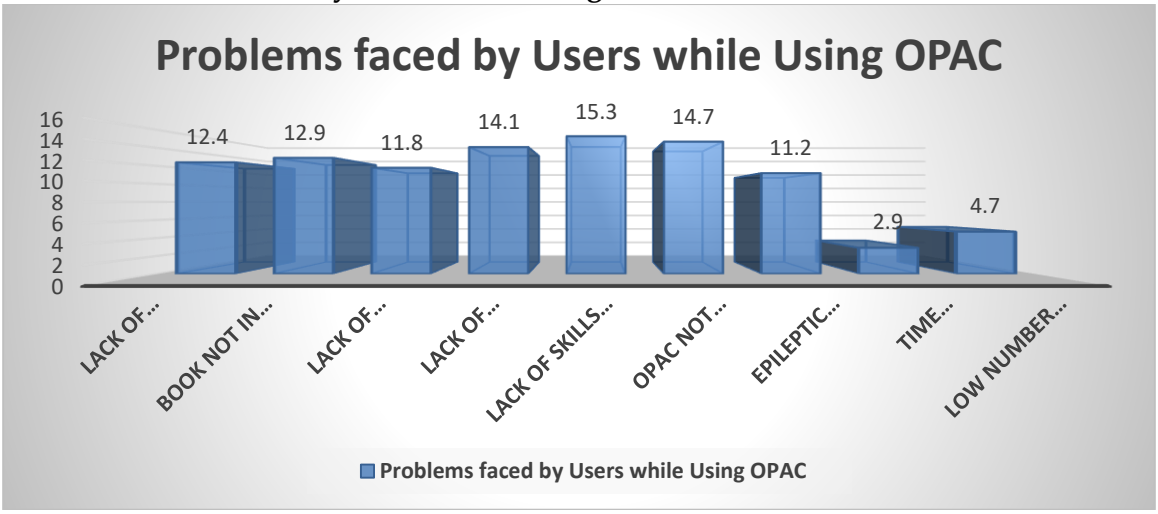


Chart 4 shows that 21.8% of the respondents are highly satisfied with the use of online public access catalogue whereas 33.5% of the respondents indicated that they were satisfied with the use of it. Also, 27.1% were dissatisfied with the use of OPAC. 12.9% of respondents indicated that they were very dissatisfied with the use of OPAC.

Chart 5: Problem faced by Users while Using OPAC



There are many problems faced while using OPAC such as: Lack of skills to use OPAC independently; Lack of awareness about OPAC; Lack of proper guidance to use OPAC etc. It can be depicted from chart 5 that 15.3% of the respondent find problem to use OPAC as a result of lack of skills to use OPAC independently, 14.7% of them state that OPAC not functioning properly, 14.1% faced lack of guidance to use OPAC. 12.9% and 12.4% of the respondents revealed that books are not in proper place as indicated in the OPAC and lack of support from library staff, while 11.8% and 11.2% revealed lack of awareness and epileptic power supply as the problems faced. Finally 4.7% and 2.9% revealed low number of OPAC terminals and time consuming when searching OPAC.

Summary of Findings

The findings of the study are as follows:

- The study reveals that 27.6% respondents visit the library daily; about 26.5% visit the library once in a week; nearly 22.4% visit library twice a week; only 17.6% of them visit the library once a month.
- It also shows that 17.6% of the use the OPAC to find out the availability of books in the library. 13.5% respondents chose the OPAC to know the location of materials required and to know the availability of other documents in the library. 12.4% of the respondents use OPAC to know about a document before visiting library
- The study reveals that 21.8% of the respondents are highly satisfied with the use of online public access catalogue whereas 33.5% of the respondents indicated that they were satisfied with the use of it. Only, 27.1% were dissatisfied with the use of OPAC. 12.9% of respondents indicated that they were very dissatisfied with the use of OPAC
- The study also reveals that 15.3% of the respondent find problem to use OPAC as a result of lack of skills to use OPAC independently, 14.7% of them state that OPAC not functioning properly, 14.1% faced lack of guidance to use OPAC. 12.9% and 12.4% of

the respondents revealed that books are not in proper place as indicated in the OPAC and lack of support from library staff as the problems faced.

Conclusion

This research revealed that Online Public Catalogue (OPAC) is a useful tool in the library as it is used easily to locate library materials. It saves time, money and energy and it is used for navigation to online databases, and read adverts of new arrivals among others. The findings of this study conclude that the full benefit of OPAC is hindered by some factors notably lack of skills to use OPAC independently, OPAC not functioning properly, lack of guidance to use OPAC. 12.9% and books are not in proper place as indicated in the OPAC and lack of support from library staff.

Recommendations

The study recommend that:

1. Although, the study reveals that library user's visits library frequently to use OPAC, the library OPAC could be improved upon, particularly in areas such as users' education which should be done by the library personnel,
2. Power failure that leads to eruption to network should be improve as well and a well-organized instruction on how to effectively use the OPAC for easy information accessibility.
3. University library should follow the principle of least effort so as to help users to retrieve information from OPAC with ease within a short time frame and this would enables the library to conform to the fourth law of library science "Save the time of the user". This could be achieved through organizing a practical session on how to use OPAC effectively and efficiently.
4. Books and other information resources should be properly place on the shelves as indicated in the OPAC and library staff should always be ready to assist the library users having challenges with the use of OPAC to allow easy information accessibility.

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