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USER SATISFACTION WITH ONLINE PUBLIC ACCESS CATALOGUE IN SELECTED FEDERAL UNIVERSITY LIBRARIES IN NORTH EAST, NIGERIA

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Abstract
The study assessed users Satisfaction with Online Public Access Catalogue in Federal University Libraries in North East Nigeria. The study was delimited to three Federal University Libraries in North East, namely; Ramat Library, University of Maiduguri; Abubakar Tafawa Balewa University Library, Bauchi; and Ibrahim Babangida Library, Modibbo Adama University of Technology, Yola (MAUTECH). The objectives of the study included purpose of OPACs use satisfaction of users through approaches applied in the OPACs and level of satisfaction with OPACs. The target population of the study was 20,162 and a sample size of 1217 using Krejcie and Morgan (1978) table for determining sample size for research activities. Self-designed questionnaire was the instrument used for data collection. A total of 1,217copies of questionnaire were distributed to undergraduate students of Federal Universities under study, out of which 828 that (68%) were retrieved and found valid for analysis. Data collected were analyzed using descriptive statistics of frequency counts to answer the research questions, while results are presented in tables. It was concluded that OPAC can be used to place requests for library materials, it can also be used to reserve library materials and can be used to check due dates for borrowed library materials yet the users were not aware. Therefore, the librarians should create more awareness on the benefits of OPAC to library users.
Keywords: User satisfaction, Online Public Access Catalogue, Libraries, North East, Nigeria

Background to the Study

Online Public Access Catalogue can be define as a access tool and resource guide to the collection of a library or libraries which provides bibliographic data in machine readable form and can be searched interactively on a computer terminal by users. Online Public Access Catalogue (OPAC) is one of the automated services being provided in libraries. OPAC is an important retrieval tool and supports search and retrieval of bibliographic records through several approaches. OPAC provides basic search,

advanced search, browsing search, Boolean search, and search through access points such as author, title, subject, keyword, call number (Siddiqui and Vaishali, 2016).

The Online Public Access Catalogue (OPAC) was developed in late 1970s and since then have become widely accepted as the contemporary form of catalogue in the developed world (Feather & Sturges, 2003). Since their advent, vast number of bibliographic records has been converted into computer format, using the Machine-Readable Cataloguing (MARC) format. Reitz (2004) explains that OPAC is a database composed of bibliographic records describing the books and other materials owned by a library or library system accessible via public terminals or work stations usually concentrated near the reference desk to make it easy for a user to request the assistance of a trained reference librarian. Madu (2004) perceives the OPAC as a system that allows the user to quickly and effectively search the computer-held files of the library/libraries. The OPAC typically offers the facilities to check borrower records, access research resources and reading materials, and read library news bulletins and so on. In the view of Sanni and Idiodi (2004) the OPAC has enhanced catalogue procedures in libraries, thereby making its retrieval more effective. Thus saving the time of the user and ensuring user satisfaction.

User satisfaction is the state that results after a library user has either favorably or positively experienced a service or product. It can be quantified and basically represents the degree to which a library has met a user's needs and expectations. Satisfaction is based on the concept of disconfirmation, which represents the gap that exists between customer expectations and service performance. This gap, in turn, can develop from a user's perception of the relationship between expectations and performance. The concept of satisfaction is similar to an escalator. As user's get better treatment which, in turn, leads to a higher level of satisfaction, they raise their level of expectations, demand better treatment, and motivate libraries to strive even harder. While this situation presents library staff with a challenge, it can also create a win/win situation in which libraries gain valuable support from their constituents. While satisfaction is a concept that is based upon past performance, it also involves a forward looking component. Libraries can use instruments that define what their users want or record user experiences and levels of satisfaction (Seidu, 2017).

The use of OPAC as a digital library resource and reference tool has gained popularity in several university libraries globally (Fabunmi, and Asubiojo 2013). There is an increased recognition of social, economic, manpower, infrastructure and technological development in the world in various facets of endeavour including academics, research and education in general. These developmental changes had also brought innovations and creative services as found in the case of OPAC as a digital library resource of information technology which aid research and information search much easier and faster. However, the use of digital resources or information and communication technology device of modern days is faced with series of challenges. Islam (2011) listed some of these challenges to be related to level of education, programme of study, age and gender to be significant in the effectiveness of the use of OPAC and other digital resources in the library that has such services. The study by Gohain and Saikia (2013) also reported

that, OPAC as one of the Information and Communication Technologies (ICT) that provides access to any of the information contained in the records describing the holding of a library that allows users to search document by authors, titles subject and keyword from terminal and also allows printing, downloading or exporting records via electronic mails. They revealed that OPAC provides users a means of searching and accessing information. In it (OPAC), multiple users can query the database simultaneously unlike the traditional card catalogue. The use of libraries and its resources are influenced by variables like age, level of education, sex, occupation, economic status, marital status, religious, race, residence, opinion and community leadership. However education is the most significant and influential factor (Sin, and Kin 2008). These factors are sometimes determinant in the increasing recognition of the complexity of human information behaviour.

Statement of the Problem

Information retrieval has been a major cause of concern in all libraries and information centers because it is the activity of obtaining information resources relevant to an information need from a collection of information resources; as such, libraries have developed different methods for accessing their collections. That is why most university libraries have moved from card catalogue to Online Public Access Catalogue (OPAC). This is due to the fact that libraries exist to make readily accessible all forms of recorded knowledge that can be of use to users through the use of retrieval tools. The retrieval tools are generally designed to increase speedy search and to provide users with information resources needed. That means information retrieval will be very difficult without retrieval tools. However, observation shows that even with the use of the OPAC, information retrieval seem to prove problematic and results seem not to be satisfactory in the libraries under study.

However, preliminary observations have shown that library users especially those understudy seem not to be adequately utilizing OPACs available. Could it be that they are not aware of these electronic resources and if they are aware why is it that usage is hindered? if usage is not hindered then could it be that users' are not satisfied with the OPACs in the library. Therefore, it is against this backdrop that this study intends to assess the users satisfaction with online public access catalogue in some selected federal university libraries in North.

Objectives of the Study

The following objectives guided the study, to determine the;

1. purpose of OPAC use by users in some Selected Federal University Libraries in North East, Nigeria.
2. satisfaction of users through approaches applied in the OPAC in some Selected Federal University Libraries in North East, Nigeria..
3. level of satisfaction with OPAC use in some Selected Federal University Libraries in North East, Nigeria.

Research Questions

The following research questions guided the study:

- what are the purposes of OPAC use by users in some Selected Federal University Libraries in North East, Nigeria.?
- What is the satisfaction of users through approaches applied in the OPAC in some Selected Federal University Libraries in North East, Nigeria?
- what is the level of satisfaction with OPAC use by users in some Selected Federal University Libraries in North East, Nigeria.?

Research Methodology

Survey design was used for this study. The population was 20,162 registered users of the three Selected Federal University Libraries under study. (Abubakar Tafawa Balewa University Library, Bauchi State, Ibrahim Babangida Library, Modibbo Adama University of Technology, Yola, and Ramat Library University of Maiduguri, Borno State). The researcher drew a sample size of one thousand two hundred and seventeen (1,217) of the registered library users of the three university libraries under study based on Krejcie and Morgan (2006) formula for determining sample size for research activities, who noted that as the population increases, the sample size decreases at a diminishing rate and remains relatively constant. The sample size is found suitable due to Nwana's (2005) recommendation that a researcher can study only a sample of population due to any of the following reasons:

1. When the entire size of the population is large.
2. When the time available for the project is limited.
3. When the resources (human and material) available for the project are inadequate.

Data Analysis

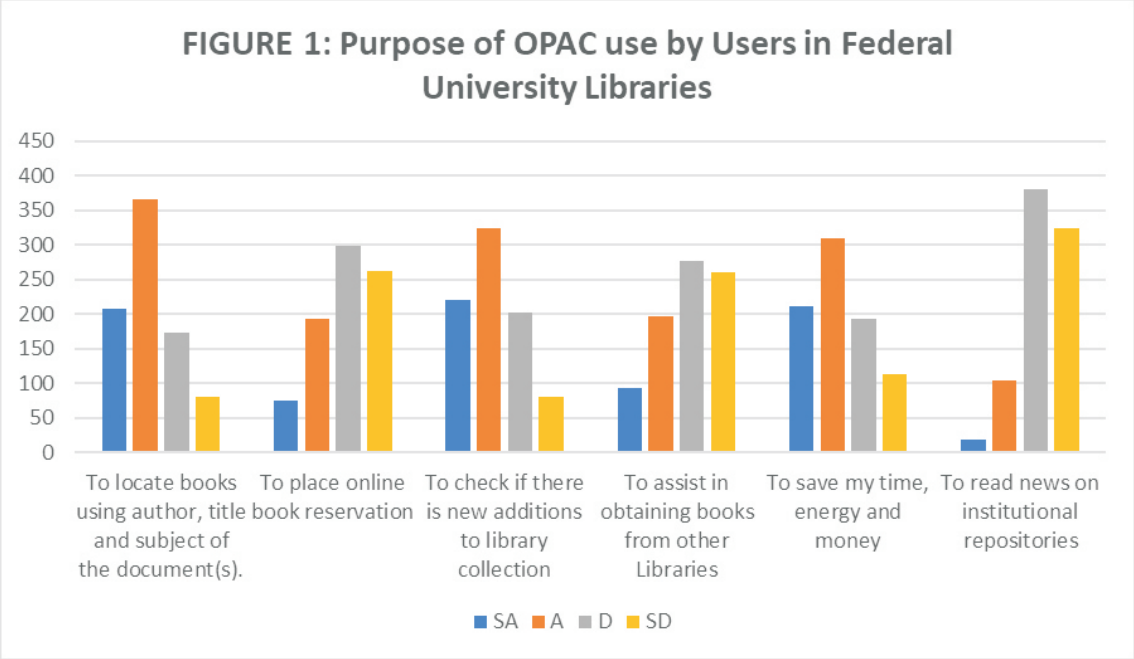
Research Question one:

What are the purposes of OPAC use by users in Federal University Libraries in North – East, Nigeria?

Response Scale: SA= Strongly Agree, A = Agree, D = Disagree, SD = Strongly Disagree
Answer to this question is presented in table 1:

Table 1: Purpose of OPAC use by Users in Federal University Libraries N= 828

S/N	Statement	SA	A	D	SD	Means
1	To locate books using author, title and subject of the document(s).	208	366	174	80	2.85
2	To place online book reservation	75	193	298	262	2.10
3	To check if there is new additions to library collection	221	324	202	81	2.83
4	To assist in obtaining books from other Libraries	93	197	277	261	2.15
5	To save my time, energy and money	212	309	193	114	2.75
6	To read news on institutional repositories	19	104	381	324	1.78



books from other Libraries and to read news on institutional repositories. Therefore, the purposes of OPAC use by users in Federal University Libraries was disagreed by respondents. Figure 1 shows purposes of OPAC use by users in Federal University Libraries. Majority of the respondents agree on the locate books using author, title and subject of the document(s), check if there is new additions to library collection, to save their time, energy and money while others were disagree with read news on institutional repositories, to place online book reservation and to assist in obtaining books from other Libraries.

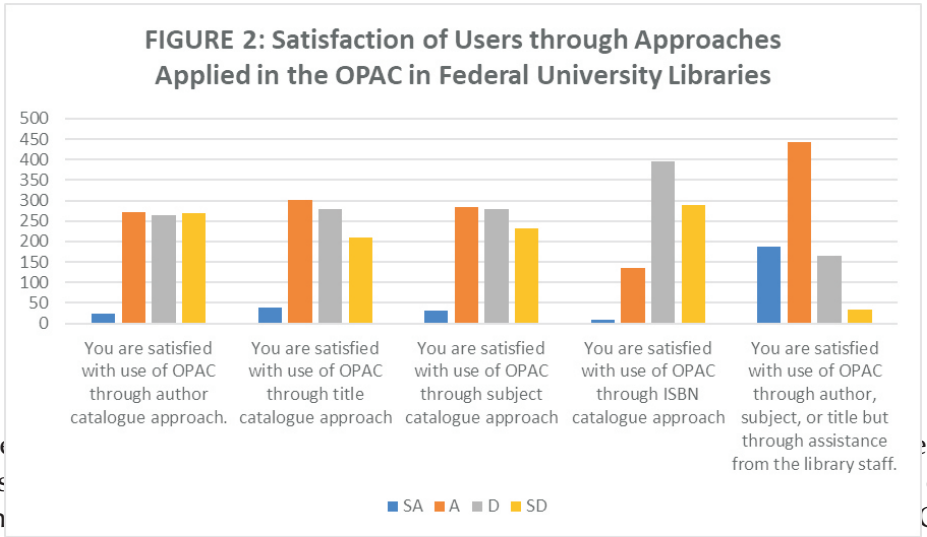
Research Question Two:

What is the satisfaction of users through approaches applied in the OPAC in Federal University Libraries in North – East Zone, Nigeria?

Response Scale: SA= Strongly Agree, A = Agree, D= Disagree, SD = Strongly Disagree
Answer to this question is presented in table 2:

Table 2: Satisfaction of Users through Approaches Applied in the OPAC in Federal University Libraries N= 828

S/N	Statement	SA	A	D	SD	Means
1.	You are satisfied with use of OPAC through author catalogue approach.	24	272	263	269	2. 06
2.	You are satisfied with use of OPAC through title catalogue approach.	38	301	279	210	2.20
3.	You are satisfied with use of OPAC through subject catalogue approach.	31	284	280	233	2.14
4.	You are satisfied with use of OPAC through ISBN catalogue approach	8	135	396	289	1.83
5.	You are satisfied with use of OPAC through author, subject, or title but through assistance from the library staff.	187	442	166	33	2.95



Tabl agree users are s of the respondent OPAC through title catalogue approach, 284 of the respondents with the weight mean of 2.14 were agree they satisfied with use of OPAC through subject catalogue approach and you are satisfied with use of OPAC through author, subject, or title and 442 of the respondent with the weight mean of 2.95 who indicated agree through assistance from the library

staff, while 396 of the respondents with the weight mean of 1.83 who indicated that they disagree with the use of OPAC through ISBN catalogue approach. Therefore, the satisfaction of users through approaches applied in the OPAC in Federal University Libraries was agreed by respondents.

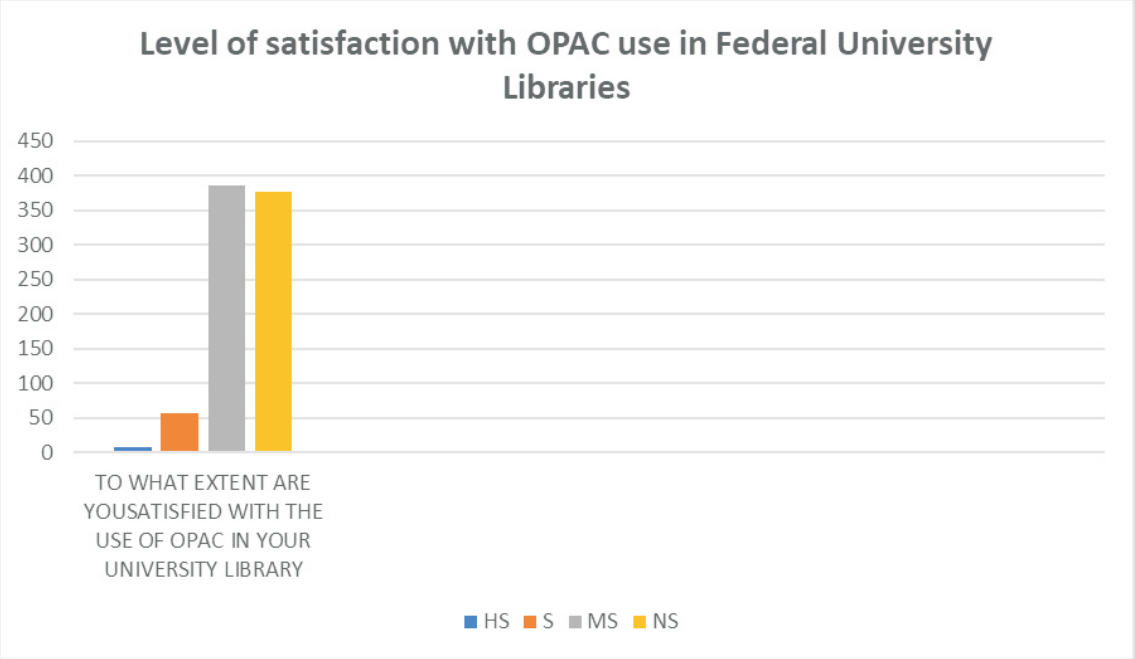
Figure 2 show the Satisfaction of Users through Approaches Applied in the OPAC in Federal University Libraries. Majority of the respondents satisfied with use of OPAC through author, subject, or title but through assistance from the library staff, satisfied with use of OPAC through title catalogue approach, satisfied with use of OPAC through author catalogue approach and satisfied with use of OPAC through subject catalogue approach while others are not satisfied with use of OPAC through ISBN catalogue approach.

Research Question three:
What is the level of satisfaction with OPAC use by users in Federal University Libraries in North – East Zone, Nigeria?

Response Scale: HS= Highly Satisfy, S= Satisfy, MS= Moderately Satisfy, NS = Not Satisfy
Answer to this question is presented in table 3:

Table 3: Level of satisfaction with OPAC use in Federal University Libraries N= 828

Statements	HS	S	MS	NS	Mean
To what extent are you satisfied with the use of OPAC in your university library?	8	57	386	377	1.63



users in Federal University Libraries was moderately satisfied by respondents.

Figure 3 show that the level of satisfaction with OPAC use by users in Federal University Libraries was moderately satisfied by respondents

Discussion of Findings

The findings revealed from the analysis on purpose of OPAC use by users in Federal University Libraries were generally disagreed. However, with to place online book reservation, to assist in obtaining books from other Libraries and to read news on institutional repositories who indicated disagree. This is in line with Bennett (2007)in a study on OPAC design enhancements and their effects on circulation and resource sharing within the library consortium environment, who observed that majority of the library users' do not really understand the purpose of OPAC use in the context of library services. Therefore, a lot need to be done by librarians on the awareness, use and purpose of OPAC to library users. It is also in collaboration with the study investigate the purpose of use of electronic resources by 200 computer engineering students of the Nanyang Technology University (NTU), by Majid and Tan (2002) reported that students use e-resources for coursework, (56.7%, project work (43%) and assignments (34.4%). Another study by Zhang, Ye and Rao (2011) indicate that, the purpose of using the National Science and technology Library (NSTL) electronic resources include scientific research, teaching and self-development.

Findings shows the level of satisfaction with OPAC use by users in Federal University Libraries, with to what extent are you satisfied with the use of OPAC in your university library 386(47%) respondents indicated moderately satisfy Findings revealed that satisfaction of users through approaches applied in the OPAC in Federal University

Libraries revealed agreed. However, with you are satisfied with use of OPAC through author catalogue approach, you are satisfied with use of OPAC through title catalogue approach, you are satisfied with use of OPAC through subject catalogue approach and you are satisfied with use of OPAC through author, subject, or title but through assistance from the library staff revealed agreed. This finding agreed with Devendra and Nikam (2012) study on OPAC and user perception in university libraries in Karnataka revealed that, library users were satisfied with author, title and subject catalogue approach in accessing library materials for their academic purposes. This is because the study revealed156 (87%) respondents out of 180who indicated that, the only simple approach to OPAC is the author, title and subject catalogue approach.

The findings revealed from the analysis on level of satisfaction with OPAC use in Federal University Libraries were moderately satisfied. However, with to what extent are you satisfied with the use of OPAC in your university library who indicated moderately satisfy. This is in line with Fabunmi and Asubiojo (2013) in a study on Awareness and Use of Online Public Access Catalogue by Students of Obafemi Awolowo University, Ile-Ife, Nigeria,who observed that majority 69% of the library users' were satisfied with the use of OPAC. Furthermore, majority affirms their satisfaction and move on to say that, the management should invest in upgrading the OPAC. The study is also in Norliya (2009) cited Applegate (1997) defined users' satisfaction as "a personal, emotional reaction to a library service or product". Studies on usage of other electronic resources such as library OPACs, e-books, and subject gateway projects have revealed difference in use. Arif and Mahmood (2010) examined the satisfaction level of users with the central library collection and services at AllamaIqbal Open University (AIOU), Islamabad, Pakistan. A semi-structured questionnaire was used as a data collection tool from the subjects of the study. The result indicated that a majority (52%) of the respondents frequently visited the library, followed by 47% respondents who occasionally visited the library. The respondents expressed dissatisfaction with the present library collection, online databases, virtual reference services, interlibrary loan, photocopy facilities, and journals related to subjects. Nevertheless, they were satisfied with the location and the physical setup of the library. The study found that the majority of the respondents used library resources for teaching and research. About 54% of the respondents suggested that the library should provide information literacy programs. They also suggested that competent and qualified library staff should be appointed at senior positions in the central library.

Conclusion

From the forgone findings of this study, the following conclusions have been drawn from assessment of awareness and satisfaction with OPAC in Federal Republic of Nigeria: It was discovered that three (3) out of five (5) level of awareness on the benefits of OPAC by undergraduates were not aware as to benefits of OPAC to respondents. Therefore, the librarians should create more awareness on the benefits of OPAC to library users. The study has also concluded that undergraduate students disagreed with the

purpose of OPAC use such as; to place online book reservation, to assist in obtaining books from other Libraries and to read news on institutional repositories on the purpose of OPAC use in University Libraries. Henceforth, the librarians should enlighten the library users on the purpose of OPAC ones each session.

Recommendations

Going by the above findings and suggestions, Recommendations are proffered to overcome the challenges of awareness and satisfaction with OPAC in Federal Universities Libraries in Northeast Nigeria.

1. The Library management in collaboration with university management should fund semester training to undergraduate students on the purpose of OPAC use in university libraries
2. The university management in collaboration with library management should embark on regular orientation to new students on how to approach OPAC for effective satisfaction
3. The undergraduate students' attitude should be positively encouraged with adequate network to use OPAC. This however, is only possible with adequate funds to acquire standard internet facilities and upgrade to the latest OPAC to enhance, promote and sustain positive attitude of undergraduate students towards the use of OPAC

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