

Perception and Use of OPAC by Users in Academic Libraries in Kwara State, Nigeria

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Abstract

Background of the study: The study investigated the use and perception of Online Public Catalogue (OPAC) by users in academic libraries in Kwara State, Nigeria.

Purpose: The study adopted descriptive survey research method were a total number of 203 questionnaires were distributed amongst library users in both selected academic libraries. A simple random sampling technique was used for this study.

Method: The descriptive analysis was used to analyze the collected data using frequency counts and simple percentages.

Findings: The study revealed that majority of the respondents is aware of the existence and availability of OPAC. Although a very small percent of respondents in Unilorin and Kwara State Polytechnic got their awareness of OPAC through the library. The study also revealed that an average percent of respondents in both institutions can make use of the library OPAC effectively. Based on user's perception of OPAC, the findings show that majority of respondents highly acknowledge OPAC, well perceived and more preferred to card catalogue. A high percent of respondents admitted that the library OPAC enable them to locate materials quickly on the shelf. However, most of the respondents showed that they are facing some challenges which include poor network services, power failure, poor assistance from the library staff etc.

Conclusion: The researchers recommend that the library should create more awareness and effective user education for students on the use of OPAC at various levels to ensure maximum utilization of the library resources.

Keywords: Online Public Access Catalogue (OPAC), Information Retrieval, Academic Libraries, Users, Perception, Use

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Introduction

A library as an information institution tends to be prominent or popular for its organized rich collection and effective services. Organization of resources according to Islam (2011) is attained through cataloguing and classification. Classification is a part of organization of library materials. As the trend continues to change for the good, technologies are employed to make access and retrieval of these information resources easy. The computer catalogue (Online Public Access Catalogue) which is one of these technologies, can provide access to any of the information resources available in the library. Effective library services depend on the outcome of the activities in the cataloguing and classification department (Ishola, 2004). Ifidon (2004) opined that technical services form the backbone of all library processes, and ensures a systematic organization of all library materials for effective use. A building filled with books is not necessarily a library unless the books have been organized for access and made available for use. The cataloguing unit's function is to describe the total library resources with suitable bibliographic controls to facilitate access to the resources by clientele. The traditional means for accomplishing this goal are descriptive cataloguing, subject cataloguing and classification.

Nwalo (2003) Cataloguing can be defined as the process of writing down all the bibliographic information of all library materials. While descriptive cataloguing is the process whereby the physical description of a document is done on a given form such as card, book, shelf and even on computer. The Subject cataloguing on the other hand is the determination of the actual subject of a document, since document titles do not actually present the subjects of the document. Someone once referred to this as the "subject aboutness" of a document. While classification is a major accompaniment of subject cataloguing. Whereas in subject cataloguing the determination of the subject(s) of a document is done, classification helps to put these subjects into a systematic order or sequence which aids the arrangement of documents through the use of a notation on the shelves. Thus, through the help of classification all documents on Chemistry for example can be placed together, followed by other branches of Chemistry and so on. The mark to assign to a particular document is lettered on the spine of the book (Ifidon, 2004). Bilal (2002) asserted the main focus of OPAC which are: Providing links to full text document, electronic books and internet resources; Assisting the library patrons to be aware of materials available in a particular library; Serving as a basis for international exchange of bibliographic data; Avoiding duplication of access points by catalogues which may lead a searcher to confusion; and Enabling cataloguers/users to locate bibliographic records from the catalogue of other institution.

Finally, Umarani et al, (2008) observed that personal and extended help is possible from library staff to the users to search OPAC effectively within the library. But it becomes difficult to provide such a help to online users. Therefore, it becomes essential to understand users' perception on OPAC and to what extent do they use the OPAC. The study is significant in view of the fact this study intends to determine users' use and perception of OPAC in retrieving information in the library collections in two selected academic libraries (University of Ilorin and Kwara State Polytechnic library), whether they are satisfied with the use or not. Users' background information concerning their exposure and the use of OPAC, level of computer literacy skills is to be determined in the course of carrying out this research. In conclusion, several studies have been carried out as far as OPAC is concern in the library context. However, this kind of study has been limited especially in the academic libraries particularly among the undergraduate students. Moreover, study examining user perception towards the use of OPAC in the retrieval of library collection hasn't been well emphasized. Study such as this is very important in the view of the revolution brought by Information and Communication Technology

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(ICT) which is now driven force in online information retrieval.

Statement of the problem

Among the various information retrieval systems that can be used in a digital library, OPAC is the most widespread in university libraries. OPAC is mainly concern with searches for bibliographic records rather than full text-content. Mulla and Chandrashekara (2009) studied that the use of OPAC apart from being used in library, is growing in other similar field of study. OPAC was found to constitute the majority of usage while some other found a gradual decline in the use of OPAC, the frequency of title key word searching exceeded that of subject searching over a period. Although, Anderson (2000) commented on the increasing rate of the use of OPAC and remarked on the inventory process and emerging use of OPAC. However, despite the increasing use of OPAC recorded in literature, there are limited studies available in Nigeria context about perception and use of OPAC in retrieving information materials especially in university libraries. Therefore, this study will assist on how to further increase the rate at which OPAC is being utilize by users and likewise understanding their perception of OPAC in retrieving library collections in two selected academic libraries. Hence, the objective of this study is to investigate the perception and use of online public access catalogue (OPAC) by users in Nigeria academic libraries in two selected academic libraries in Kwara state, Nigeria.

Research Questions

Based on the objective of the study, the following research question where generated:

- What is the degree of awareness and availability of OPAC in the library?
- What is the extent to the use of OPAC in the selected academic libraries?
- What is the users' perception of OPAC?
- What is the extent of enlightenment on the use and importance of OPAC in the library?
- What is the level of user's satisfaction with OPAC in the library?
- What are the challenges faced by students while using the OPAC in the library?
- How can OPAC be improved in the library?

Research Method

The design used for this study was a survey research method. The reason for this method of research is to examine the perception and use of online public access catalogue (OPAC) by users in Nigeria academic libraries in two selected academic libraries in Kwara state, Nigeria. The population for this study comprised of all the library users (undergraduates' students) in the two selected academic libraries in Kwara state, Nigeria, which includes: University of Ilorin library and Kwara State Polytechnic library. The reason for choosing these libraries are the fact that, the institution where these libraries are centered have a suiting library with recent information resources and technology to help meet the information needs/demands of the library clientele. Therefore, a simple random sampling technique was used to select Two hundred and Three (203) library users' (undergraduate students) from a total population of the registered library users in the participating academic libraries in Kwara State. A simple random sampling technique was adopted because it provides an unbiased and better estimate of the parameter if the population is homogeneous. A questionnaire was developed to collect data for the study. The questionnaire tagged "Perception and Use of Online Public Access Catalogue by Users in Academic Libraries (PU-OPAC-UAL) scale", was used for this study. The questionnaire consists eight (8) distinct sections. Section A solicit for the demographic

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information of the respondents, while Section B – H dealt with Awareness and availability of OPAC; Use of OPAC; Users' perception of OPAC; Enlightenment on the use and importance of OPAC; User's satisfaction with OPAC; Challenges faced by students while using the OPAC; Solutions and Improvement on the use of OPAC.

Copies of Two hundred and Three (203) questionnaires were randomly administered to library users' (undergraduate students) in the two (2) selected academic libraries in Kwara State, out of which One hundred and ninety-eight (198) were returned and were found usable, given a response rate of 97.5% percent see table 1. The descriptive analysis was used to analyze the collected data using frequency counts and simple percentages. Tables were also used to present findings.

Table 1: Questionnaire distribution and response rate in the selected academic libraries in Kwara State.

Academic Library	Questionnaire Distributed	Questionnaire returned	Usable	Response rate (%)
University of Ilorin Library	102	100	100	98.0
Kwara State Polytechnic Library	101	98	98	97.0
Total	203	199	198	97.5

Result and Discussion

Table 2: Demographic profile of the respondents

Faculty (Unilorin)	Frequency	Percentage	Institute (Kwarapoly)	Frequency	Percentage
Communication and Information Sciences	17	17.0%	Finance and Management Studies	35	35.7%
Physical Sciences	4	4.0%	Applied Sciences	25	25.5%
Education	20	20.0%	Information and Communication Technology	25	25.5%
Agriculture	11	11.0%	Environmental Studies	9	9.2%
Pharmaceutical Sciences	3	3.0%	Social Sciences	4	4.1%
Life Sciences	13	13.0%	Total	98	100.0%
Engineering and Technology	11	11.0%			
Arts	3	3.0%			
Social Sciences	14	14.0%			
Basic Medical Sciences	3	3.0%			
Management Sciences	1	1.0%			

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Total	100	100.0%			
Educational Level (Unilorin)			Educational Level (Kwarapoly)		
100	8	8.0%	ND1	34	34.7%
200	26	26.0%	ND2	41	41.8%
300	30	30.0%	HND1	10	10.2%
400	34	34.0%	HND2	13	13.3%
500 and above	2	2.0%	Total	98	100.0%
Total	100	100.0%			
Gender (Unilorin)			Gender (Kwarapoly)		
Male	46	46.0%	Male	42	42.9%
Female	54	54.0%	Female	56	57.1%
Total	100	100.0%	Total	98	100.0%
Age (Unilorin)			Age (Kwarapoly)		
15-20	30	30.0%	15-20	25	25.5%
21-25	53	53.0%	21-25	61	62.3%
26-30	14	14.0%	26-30	10	10.2%
31-35	1	1.0%	31-35	2	2.0%
36 and above	2	2.0%	36 and above	0	0%
Total	100	100.0%	Total	98	100.0%

Source, Field survey (2020)

Note: Unilorin – University of Ilorin; Kwarapoly- Kwara State Polytechnic

From the table 2 above, the faculty distribution of the respondents revealed that 100 respondents from University of Ilorin, representing 11 faculties respectively. 20(20%) of the total respondents in University of Ilorin were from Education; 17(17%) were from Communication and Information Sciences; 4(4%) were from Physical Sciences; 11(11%) were from Agriculture; 3(3%) were from Pharmaceutical Sciences; 13(13%) were from Life Sciences, 11(11%) were from Engineering and Technology, 3(3%) were from Arts, 14(4%) were from Social Sciences, 3(3%) were from Basic Medical Sciences and just 1(1 %) is from Management Sciences. In the same vein, 98 respondents from Kwara State Polytechnic, representing 5 Institute respectively. 35(35.7%) of the total respondents in Kwara State Polytechnic were from Institute of Finance and Management Studies; 25(25.5%) are from Applied Sciences; 25(25.5%) were from Information and Communication Technology; 9(9.2%) were from Environmental Studies; and 4(4.1%) of the respondents are from the Institute of Social Sciences. The level distribution of the respondents shows that among the 100 respondents in Unilorin, 8(8.0%) are in 100 level; 26(26.0%) are in 200 level; 30(30.0%) in 300 level; 34(34.0%) in 400 level and 2 (2.0%) are in 500 level and above. This indicate that majority of the respondents are in 400 level and a few respondents in 500 level and above. Among the 98 respondents Kwarapoly, 34 (34.7%) are in ND1; 41(41.8%) are in ND2; 10(10.2%) are in HND1; 13(13.3%) are in HND2. This likewise indicate that majority of the respondents are in ND1 and a few respondents are in HND1. The gender distribution of the respondents revealed that 46(46.0%) are male, 54(54.0%) are female among the respondents from Unilorin, while in Kwarapoly 42(42.9%) are male and 56(57.1%) are female. This

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indicates more of female respondents in both institutions. The age distribution of the respondents shows that, the age bracket of respondents from Unilorin are 30(30.0%) 15-20; 53(53.0%) 21-25; 14(14.0%) 26-30; 1(1.0%) 36 and above while respondents from Kwarapoly age bracket are 25(25.5%) 15-20; 61(62.2%) 21-25; 10(10.2%) 26-30; 2(2.0%) 31-35. It is indicated in this table that the age bracket 21-25 carries the largest percentage of respondents from both institutions.

Analysis of Research Questions

Research question 1: What is the degree of awareness and availability of OPAC in the library?

Table 3: Awareness of OPAC

Awareness of OPAC	Selected Academic Libraries Under Study									
	University of Ilorin					Kwara State Polytechnic				
	Yes		No		Total	Yes		No		Total
	F	%	F	%		F	%	F	%	
Awareness of the existence of OPAC in the Library	73	73.0	27	27.0	100(100)	58	59.2	40	40.8	98(100)
Awareness of OPAC through the library	39	39.0%	61	61.0%	100(100)	39	39.8%	59	60.2%	98(100)
Awareness of the functions and benef of OPAC	54	54.0%	46	46.0%	100(100)	41	41.8%	57	58.2%	98(100)

Source, Field survey (2020)

The table 3 reveals the awareness of OPAC that 73(73.0%) respondents from Unilorin and 58(59.2%) respondents from Kwara State Polytechnic are aware of the existence of OPAC in the library while 27(27.0%) and 40(40.8%) of respondents from Unilorin and Kwara State Polytechnic respectively claimed they are not aware of the existence of OPAC in the library. It further reveals that 39(39.0%) respondents from Unilorin and 39(39.8%) respondents from Kwara State Polytechnic got their awareness of OPAC through the library while 61(61%) and 59(60.2%) of respondents from Unilorin and Kwara State Polytechnic respectively claimed otherwise. Also, the table also reveals that 54(54.0%) respondents from Unilorin and 41(41.8%) respondents from Kwara State Polytechnic are aware of the functions and benefits of OPAC while 46(46.0%) and 57(58.2%) of respondents from Unilorin and Kwara State Polytechnic respectively claimed they are not aware of the functions and benefits of OPAC.

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Research question 2: What is the extent to the use of OPAC in the selected academic libraries?

Table 4: The Use of OPAC

The Use of OPAC	Selected Academic Libraries Under Study									
	University of Ilorin					Kwara State Polytechnic				
	Yes		No		Total	Yes		No		Total
	F	%	F	%		F	%	F	%	
Effective use of the OPAC with little or no assistance	40	40.0%	60	60.0%	100(100)	56	57.1%	42	42.9%	98(100)
Frequency of the use of OPAC in the library	11	11.0%	89	89.0%	100(100)	23	23.5%	75	76.5%	98(100)
Use of OPAC aiding learning process	31	31.0%	69	69.0%	100(100)	46	46.9%	52	53.1%	98(100)

Source, Field survey (2020)

The table 4 reveals use of OPAC that 40(40.0%) respondents from Unilorin and 56(57.1%) respondents from Kwara State Polytechnic can make effective use of the OPAC with little or no assistance while 60(60.0%) and 42(42.9%) of respondents from Unilorin and Kwara State Polytechnic respectively claimed they cannot make effective use of the OPAC. More so, it also reveals that 11(11.0%) respondents from Unilorin and 23(23.5%) respondents from Kwara State Polytechnic frequently make use of the OPAC in the library while 89(89%) and 75(76.5%) of respondents from Unilorin and Kwara State Polytechnic respectively claimed they don't frequently make use of the OPAC in the library. Furthermore, it reveals that 31(31.0%) respondents from Unilorin and 46(41.9%) respondents from Kwara State Polytechnic admitted that OPAC has aided their learning process while 69(69.0%) and 52(53.1%) of respondents from Unilorin and Kwara State Polytechnic claimed the library OPAC has not aided their learning process.

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Research question 3: What is the users' perception of OPAC?

Table 5: Users Perception of OPAC

Users Perception of OPAC	Selected Academic Libraries Under Study																	
	University of Ilorin									Kwara State Polytechnic								
	SA		A		SD		D		Total	SA		A		SD		D		Total
F	%	F	%	F	%	F	%		F	%	F	%	F	%	F	%	F	%
The library OPAC is always accessible and effective to use	16	16.0	49	49.0	16	16.0	19	19.0	100 (100)	1	10.0	23	23.5	39	39.8	26	26.5	98 (100)
The library OPAC is well demonstrated for public use	12	12.0	42	42.0	22	22.0	24	24.0	100 (100)	1	11.2	26	26.5	29	29.6	32	32.7	98 (100)
If I was given a choice between card catalogue and OPAC, I would prefer OPAC	32	32.0	44	44.0	8	8.0	16	16.0	100 (100)	3	33.0	37	37.8	15	15.3	13	13.3	98 (100)

Source, Field survey (2020)

Table 5 shows the statistics of user's perception towards the use of OPAC. It is observed that 16(16.0%) respondents strongly agreed and 49(49.0%) respondents agreed that OPAC is accessible and effective to use while 16(16.0%) respondents strongly disagreed and 19(19.0%) respondents disagreed that OPAC is accessible and effective to use in Unilorin. In Kwara State Polytechnic, it is gathered that 10(10.2%) respondents strongly agreed and 23(23.5%) respondents agreed that OPAC is accessible and effective to use while 39(39.8%) respondents strongly disagreed and 26(26.5%) disagreed that OPAC is accessible and effective to use. The table also shows that 12(12.0%) respondents strongly agreed and 42(42.0%) respondents agreed on OPAC been well demonstrated for public use while 22(22.0%) respondents strongly disagreed and 24(24.0%) respondents disagreed on OPAC being well demonstrated for public use in Unilorin. In Kwara State Polytechnic, it indicated that 11(11.2%) respondents strongly agreed and 26(26.5%) respondents agreed on OPAC been well demonstrated for public use while 29(29.6%) respondents strongly disagreed and 32(32.7%) respondents disagreed on OPAC been well demonstrated for public use. Also it revealed that in Unilorin 32(32.0%) respondents strongly agreed and 44(44.0%) respondents agreed that if given a choice between card catalogue and OPAC, they would prefer OPAC while 8(8.0%)

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respondents strongly disagreed and 16(16.0%) respondents disagreed that if given a choice between card catalogue and OPAC, they would prefer OPAC. It is also gather from Kwara State Polytechnic that 33(33.7%) respondents strongly agreed and 37(37.8%) respondents agreed that if given a choice between card catalogue and OPAC, they would prefer OPAC while 15(15.3%) respondents strongly disagreed and 13(13.3%) respondents disagreed that if given a choice between card catalogue and OPAC, they would prefer OPAC.

Research question 4: What is the extent of enlightenment on the use and importance of OPAC in the library?

Table 6: Importance of OPAC

Importance of OPAC	Selected Academic Libraries Under Study																	
	University of Ilorin									Kwara State Polytechnic								
	Strongly agree		Agree		Strongly disagree		Disagree		Total	Strongly agree		Agree		Strongly disagree		Disagree		Total
	F	%	F	%	F	%	F	%		F	%	F	%	F	%	F	%	
OPAC enables me to know about available materials without visiting the library	33	33.0	42	42.0	7	7.0	18	18.0	100 (100)	49	50.0	32	32.7	5	5.1	12	12.2	98(100)
The library OPAC reduces time in searching for materials	30	30.0	52	52.0	6	6.0	12	12.0	100 (100)	38	38.8	36	36.7	9	9.2	15	15.3	98(100)
OPAC enhances easy search of different categories of materials such as books, journals, e-books, pictures etc.	32	32.0	44	44.0	8	8.0	16	16.0	100 (100)	33	33.7	37	37.8	15	15.3	13	13.0	98(100)
OPAC gives additional information	33	33.0	53	53.0	5	5.0	9	9.0	100(100)	29	29.6	52	53.1	7	7.1	10	10.2	98(100)

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about materials such
as series, editor,
subject, title, etc.

Source, Field survey (2020)

The Table 6 revealed the importance of OPAC that 33(33.0%) respondents strongly agreed and 42(42.0%) respondents agreed that OPAC enables them to know about available materials without visiting the library while 7(7.0%) respondents strongly disagreed and 18(18.0%) respondents disagreed that OPAC enables them to know about available materials without visiting the library in Unilorin. In Kwara State Polytechnic, it is gathered that 49(50.0%) respondents strongly agreed and 32(32.7%) respondents agreed that OPAC enables them to know about available materials without visiting the library while 5(5.1%) respondents strongly disagreed and 12(12.2%) disagreed that OPAC enables them to know about available materials without visiting the library. The findings also revealed that in Unilorin 30(30.0%) respondents strongly agreed and 52(52.0%) respondents agreed that the library OPAC reduces time in searching for materials while 6(6.0%) respondents strongly disagreed and 12(12.0%) respondents disagreed that the library OPAC reduces time in searching for materials. In Kwara State Polytechnic, it is gathered that 38(38.8%) respondents strongly agreed and 36(36.7%) respondents agreed that the library OPAC reduces time in searching for materials while 9(9.2%) respondents strongly disagreed and 15(15.3%) respondents disagreed that the library OPAC reduces time in searching for materials. Furthermore, the table also indicated that in Unilorin 32(32.0%) respondents strongly agreed and 44(44.0%) respondents agreed that OPAC enhances easy search of different categories of materials such as books, journals, e-books, pictures etc. while 8(8.0%) respondents strongly disagreed and 16(16.0%) respondents disagreed that OPAC enhances easy search of different categories of materials such as books, journals, e-books, pictures etc. It is also gather from Kwara State Polytechnic that 33(33.7%) respondents strongly agreed and 37(37.8%) respondents agreed that OPAC enhances easy search of different categories of materials such as books, journals, e-books, pictures etc. while 15(15.3%) respondents strongly disagreed and 13(13.3%) respondents disagreed that OPAC enhances easy search of different categories of materials such as books, journals, e-books, pictures etc. it was also discovered in Unilorin that 33(33.0%) respondents strongly agreed and 53(53.0%) respondents agreed that OPAC gives additional information about materials such as series, editor, subject, title, etc. while 5(5.0%) respondents strongly disagreed and 9(9.0%) respondents disagreed that OPAC gives additional information about materials such as series, editor, subject, title, etc. In Kwara State Polytechnic, it is gathered that 29(29.6%) respondents strongly agreed and 52(53.1%) respondents agreed that OPAC gives additional information about materials such as series, editor, subject, title, etc. while 7(7.1%) respondents strongly disagreed and 10(10.2%) disagreed that OPAC gives additional information about materials such as series, editor, subject, title, etc.

Research question 5: What is the level of user's satisfaction with OPAC in the library?

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Table 7: Users Satisfaction with OPAC

User Satisfaction with OPAC	Selected Academic Libraries Under Study																	
	University of Ilorin								Kwara State Polytechnic									
	Strongly agree		Agree		Strongly disagree		Disagree		Total	Strongly agree		Agree		Strongly disagree		Disagree		Total
F	%	F	%	F	%	F	%		F	%	F	%	F	%	F	%		
OPAC enables me to locate materials quickly on the shelf	27	27.0	44	44.0	6	6.0	23	23.0	100 (100)	42	42.9	36	36.7	6	6.1	14	14.3	98 (100)
OPAC has reduced the level of frustration I have in locating materials on the shelf	27	27.0	40	40.0	7	7.0	26	26.0	100 (100)	29	29.6	45	45.9	10	10.2	14	14.3	98 (100)
OPAC enhances individual searching	29	29.0	50	50.0	4	4.0	17	17.0	100 (100)	40	40.8	36	36.7	6	6.1	16	16.3	98 (100)
library OPAC is satisfactory	20	20.0	36	36.0	18	18	26	26.0	100 (100)	14	14.3	26	26.5	26	26.5	32	32.7	98 (100)

Source, Field survey (2020)

Table 7 shows the statistics of user’s satisfaction with the use of OPAC. It is observed that 27(27.0%) respondents strongly agreed and 44(44.0%) respondents agreed that OPAC enables them to locate materials quickly on the shelf while 6(6.0%) respondents strongly disagreed and 23(23.0%) respondents disagreed that OPAC enables them to locate materials quickly on the shelf in Unilorin. In Kwara State Polytechnic, it is gathered that 42(42.9%) respondents strongly agreed and 36(36.7%) respondents agreed that OPAC enables me to locate material quickly on the shelf while 6(6.1%) respondents strongly disagreed and 14(14.3%) disagreed that OPAC enables me to locate material quickly on the shelf. Also, it is indicated that 27(27.0%) respondents strongly agreed and 40(40.0%) respondents agreed that OPAC has reduced the level of frustration they have in locating materials on the shelf while 7(7.0%) respondents strongly disagreed and 26(26.0%) respondents disagreed that OPAC has

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reduced the level of frustration they have in locating materials on the shelf in Unilorin. In Kwara State Polytechnic, it is gather that 29(29.6%) respondents strongly agreed and 45(45.9%) respondents agreed that OPAC has reduced the level of frustration they have in locating materials on the shelf while 10(10.2%) respondents strongly disagreed and 14(14.3%) respondents disagreed that OPAC has reduced the level of frustration they have in locating materials on the shelf. It further revealed that in Unilorin 29(29.0%) respondents strongly agreed and 50(50.0%) respondents agreed that OPAC enhances individual searching while 4(4.0%) respondents strongly disagreed and 17(17.0%) respondents disagreed that OPAC enhances individual searching. It is also gathered from Kwara State Polytechnic that 40(40.8%) respondents strongly agreed and 36(36.7%) respondents agreed that OPAC enhances individual searching while 6(6.1%) respondents strongly disagreed and 16(16.3%) respondents disagreed that OPAC enhances individual searching. More so the table also shows that 20(20.0%) respondents strongly agreed and 36(36.0%) respondents agreed that the library OPAC is satisfactory while 18(16.0%) respondents strongly disagreed and 26(26.0%) respondents disagreed that the library OPAC is satisfactory in Unilorin. In Kwara State Polytechnic, it is gathered that 14(14.3%) respondents strongly agreed and 26(26.5%) respondents agreed that the library OPAC is satisfactory while 26(26.5%) respondents strongly disagreed and 32(32.7%) disagreed that the library OPAC is satisfactory.

Research question 6: What are the challenges faced by students while using the OPAC in the library?

Table 8: Users Challenges in using OPAC

Users Challenges in using OPAC	Selected Academic Libraries Under Study																	
	University of Ilorin									Kwara State Polytechnic								
	Strongly agree		Agree		Strongly disagree		Disagree		Total	Strongly agree		Agree		Strongly disagree		Disagree		Total
F	%	F	%	F	%	F	%		F	%	F	%	F	%	F	%		
Poor network services	35	35.0	46	46.0	4	4.0	15	15.0	100 (100)	40	40.8	42	42.9	8	8.2	8	8.2	98 (100)
Power failure	32	32.0	40	40.0	9	9.0	19	19.0	100 (100)	41	41.8	40	40.8	7	7.1	10	10.2	98 (100)
Lack of ICT skills	30	30.0	44	44.0	7	7.0	19	19.0	100 (100)	34	34.7	38	38.8	12	12.2	14	14.3	98 (100)

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Lack or poor assistance from the library staff	50	50.0	33	33.0	7	7.0	10	10.0	100	33	33.7	38	38.8	13	13.3	14	14.3	98
									(100)									(100)

Source, Field survey (2020)

Table 8 above shows the Users Challenges in using OPAC that in Unilorin, 35(35.0%) respondents strongly agreed and 46(46.0%) respondents agreed that poor network services is one of the challenges faced when using OPAC while 4(4.0%) respondents strongly disagreed and 15(15.0%) respondents disagreed that poor network services is a challenge. In the same vain, the table indicates that 40(40.8%) respondents strongly agreed and 42(42.9%) respondents agreed that poor network services is one of the challenges faced while using OPAC while 8(8.2%) respondents strongly disagreed and 8(8.2%) respondents disagreed that poor network services is a challenge in Kwara State Polytechnic. Also, the table revealed that Unilorin, 32(32.0%) respondents strongly agreed and 40(40.0%) respondents agreed that power failure is also one of the challenges faced with while using OPAC while 9(9.0%) respondents strongly disagreed and 19(19.0%) respondents disagreed that power failure is a challenge. In the same vain, the table indicates that 41(41.8%) respondents strongly agreed and 40(40.8%) respondents agreed that power failure is one of the challenges faced with when using OPAC while 7(7.1%) respondents strongly disagreed and 10(10.2%) respondents disagreed also that power failure is a challenge in Kwara State Polytechnic. It further shows that in Unilorin, 30(30.0%) respondents strongly agreed and 44(44.0%) respondents agreed that lack of ICT skills is also a part of the challenges faced with using OPAC while 7(7.0%) respondents strongly disagreed and 19(19.0%) respondents disagreed that lack of ICT skills is a challenge. On the same table, it is indicated that 34(34.7%) respondents strongly agreed and 38(38.8%) respondents agreed that lack of ICT skills is one of the challenges faced with while using OPAC while 12(12.2%) respondents strongly disagreed and 14(14.3%) respondents disagreed that lack of ICT skills is a challenge in Kwara State Polytechnic. More so the table revealed that 50(50.0%) respondents strongly agreed and 33(33.0%) respondents agreed lack or poor assistance from the library staff is one of the challenges encountered in the library in the course of using OPAC while 7(7.0%) respondents strongly disagreed and 10(10.0%) respondents disagreed that lack or poor assistance from the library staff is a challenge to them in Unilorin. The table also indicates that 33(33.7%) respondents strongly agreed and 38(38.8%) respondents agreed that lack or poor assistance from the library staff is one of the challenges faced with using the OPAC while 13(13.3%) respondents strongly disagreed and 14(14.3%) respondents disagreed that lack or poor assistance from the library staff is a challenge to them in Kwara State Polytechnic.

Research question 7: How can OPAC be improved in the library?

Table 9: Solutions and Improvement on the use of OPAC

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Solutions and Improvement on the use of OPAC	Selected Academic Libraries Under Study																		
	University of Ilorin									Kwara State Polytechnic									
	Strongly agree		Agree		Strongly disagreed		Disagree		Total	Strongly agree		Agree		Strongly disagreed		Disagree		Total	
	F	%	F	%	F	%	F	%		F	%	F	%	F	%	F	%		
Orientation and training on the use of OPAC	72	72.0	23	23.0	1	1.0	4	4.0	100 (100)	68	69.4	23	23.5	1	1.0	6	6.1	98 (100)	
Good network services and power supply	70	70.0	27	27.0	1	1.0	2	2.0	100 (100)	69	70.4	26	26.5	1	1.0	2	2.0	98 (100)	
Full time assistance from the library staff	67	67.0	26	26.0	2	2.0	5	5.0	100 (100)	69	70.4	27	27.6	1	1.0	1	1.0	98 (100)	
Constant awareness on the availability and use of OPAC	76	76.0	17	17.0	2	2.0	5	5.0	100(100)	67	68.4	26	26.5	3	3.1	2	2.0	98(100)	

Source, Field survey (2020)

Table 9 revealed the solutions and improvement on the use of OPAC were 72(72.0%) of the respondents strongly agreed and 23(23.0%) of the respondents agreed that orientation and training on the use of OPAC will bring solution to some of the challenges of OPAC stated above but 1(1%) of the respondents strongly disagreed and 4(4.0%) of the respondents disagreed on that in Unilorin. It is also revealed on this table that 68(69.4%) of the respondents strongly agreed and 23(23.5%) of the respondents agreed that orientation and training on the use of OPAC will bring solution to some of the challenges of OPAC stated above while 1(1.0%) of the respondents strongly disagreed and 6(6.1%) of the respondents disagreed to the assertion. Additionally, it can be seen that 70(70.0%) of the respondents strongly agreed and 27(27.0%) of the respondents agreed

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that good network services and power supply will bring solution to some of the challenges of OPAC stated above but 1(1%) of the respondents strongly disagreed and 2(2.0%) of the respondents disagreed on that in Unilorin. It is also revealed on this table that 69(70.4%) of the respondents strongly agreed and 26(26.5%) of the respondents agreed that good network services and power supply will bring solution to some of the challenges of OPAC stated above while 1(1.0%) of the respondents strongly disagreed and 2(2.0%) of the respondents disagreed to the assertion. Moreover, the table shows that 67(67.0%) respondents strongly agreed and 26(26.0%) respondents agreed that full time assistance from the library staff will help curb some of the challenges of OPAC while 2(2.0%) respondents strongly disagreed and 5(5.0%) respondents disagreed that full time assistance from the library staff will solve some of the problems of OPAC in Unilorin. In Kwara State Polytechnic, it is gathered that 69(70.4%) respondents strongly agreed and 27(27.6%) respondents agreed that full time assistance from the library staff will help curb some of the challenges of OPAC while 1(1.0%) respondents strongly disagreed and 1(1.0%) disagreed that full time assistance from the library staff will solve some of the problems of OPAC. Also, it shows that 76(76.0%) respondents strongly agreed and 17(17.0%) respondents agreed that constant awareness on the availability and use of OPAC will help curb some of the challenges of OPAC while 2(2.0%) respondents strongly disagreed and 5(5.0%) respondents disagreed that constant awareness on the availability and use of OPAC will solve some of the problems of OPAC in Unilorin. In Kwara State Polytechnic, it is gathered that 67(68.4%) respondents strongly agreed and 26(26.5%) respondents agreed that constant awareness on the availability and use of OPAC will help curb some of the challenges of OPAC while 3(3.1%) respondents strongly disagreed and 2(2.0%) disagreed that constant awareness on the availability and use of OPAC will solve some of the problems of OPAC.

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Discussion of the Findings

From the findings, it is discovered that 73(73.0%) and 58(59.2%) respondents from Unilorin and Kwara State Polytechnic which represent a very high percent are aware of the existence and availability of OPAC in the library. Although 27(27.0%) respondents in Unilorin and 40(40.8%) respondents in Kwara State Polytechnic claimed they are not aware. It can also be seen that Unilorin has the highest percent of users who are aware of the existence of OPAC in the library. From the findings also, 39(39%) of respondents from Unilorin and 39(39.8%) respondents from Kwara Poly said their awareness of OPAC was through the library. The finding correlates with the study conducted by Nisha and Naushad Ali (2011) at the Indian Institute of Technology, Delhi, in regards to awareness about OPAC showed that 75 percent of respondents were aware about the OPAC while 25 percent were not at all aware. It is also in line with the findings of Fati and Adetimirin (2015), revealed that majority of the respondents in both UNILAG and OAU had high level of OPAC awareness although the level of OPAC awareness among the respondents in OAU was higher than that of those in UNILAG. Respondents who were not aware of OPAC were more than those with low level of OPAC awareness in both universities. And also correspond with the study of Nisha and Naushad (2011), setting up OPAC without the target users being sensitized about the purpose, functions and benefits can be considered a waste of resources. In lieu of this, from my findings 54(54.0%) respondents from Unilorin and 41(41.8%) respondents from KSP are aware of the functions and benefits of OPAC leaving out 46(46%) 57(58.2%) respondents from Unilorin and KSP who are not aware of the functions and benefits of OPAC and this can be seen to have a negative effect on the use of OPAC by users, therefore, deployment of OPAC to a library requires that the target users be kept abreast of its availability, functions and benefits in order to ensure easy access cove effective use.

The result of the study showed that lower percent (40%, 11%, 31% respectively) of students from Unilorin admitted that they can make effective use of the OPAC with little or no assistance, frequently make use of the OPAC and that the use of OPAC has aided their learning process while a larger percent claimed otherwise (60%, 89%, 69% respectively). More so, it is seen that a larger percent of students in Kwara State Polytechnic admitted that they can make effective use of the OPAC with little or no assistance, while a larger percent claimed they do not frequently make use of the OPAC and that the use of OPAC has not aided their learning process. This is so due to the several challenges encountered in the use of OPAC and also lack of awareness on the part of the library. The result is also in consonance with the findings of Mulla and Chandrashekara (2009) on the effective use of OPAC by staff and students of engineering colleges across Karnataka (India) showed that 91.06 percent and 55.69 percent of the respondents were not interested in the use of OPAC due to shortage of terminals and lack of awareness of the facilities respectively. Furthermore, this study also found that OPAC is being perceived in different ways by users in the two institutions. In University of Ilorin, more than average of the OPAC users perceived OPAC to be accessible, effective, well demonstrated for public use and as well prefer OPAC than the card catalogue. However, in Kwara State polytechnic, large number of the users only prefer OPAC to card catalogue but only few of them perceived OPAC as being accessible, effective and well demonstrated for public use.

The result of the study also revealed that Unilorin and Kwara State Polytechnic students don't make use of OPAC as expected, this has affected the understanding of the students on the Importance of OPAC because a large percent of the users disagreed to the stated importance of OPAC. This will have a great influence on the ease of accessing library materials by the library users according to Bilal (2002), he stated that OPAC allows patrons to use search strategies that

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exceed those that can be used with card catalogues i.e. by author, title, subject and keywords. It allows patron to search the library's collection from locations outside libraries walls. Patrons who are equipped with a computer and a modem can dial into the OPAC from home, office, home and other remote location. It provides users with timely access to library materials. Library materials can be placed on shelves as soon as items are processed and MARC records are downloaded into a database.

Furthermore, the study also showed that University of Ilorin and Kwara State Polytechnic, 71(71.0%) and 78(79.6%) admitted that the OPAC enables them to locate materials quickly on the shelf. 67(67.0%) and 74(75.5%) respondents admitted that OPAC has reduced the level of frustration they encounter while trying to locate materials on the shelf. 79(79.0%) and 76(77.5%) respondents admitted that OPAC enhances individual searching. 56(56.0%) of OPAC users in Unilorin admitted that the library OPAC is satisfactory but only 40(40.8%) of OPAC users in Kwara State Polytechnic claimed the library OPAC is satisfactory while 58(59.2%) which consist of the larger percent claimed the library OPAC is not satisfactory. These findings agree with Singh, Naidu, and Jadon (2008) which attempted to know the use and satisfaction of users about OPAC Online Access Catalogue provided by the Devi Ahilya University Library reveals that the tool OPAC is useful and suggested there must be someone near the OPAC to help in retrieving the required documents. This finding is also in tandem with the findings Kumar and Vohra (2011) investigated the use of Online Public Access Catalogue by the users at Guru Nanak Dev University Library, Amritsar (Punjab). The paper focuses on various aspects of OPAC such as awareness, frequency of use, frequently used access points, satisfaction level, etc. and the findings revealed that majority of the users are not satisfied with the OPAC and thus suggest that the users should be made familiar with the use and operation of the OPAC by providing special training.

Additionally, the findings show the users challenges/problem while using OPAC revealed that a larger percent of the students admitted to being faced the with the problem of power supply, poor network failure, lack of ICT skills and lack or poor assistance from the library staff. Other challenges specified by respondents includes poor maintenance of the OPAC, inadequate computer systems, lack of awareness on the use of OPAC by the library staff, restricted access to the OPAC and lack of operation manual and training on the use of OPAC. These finding is in line with Asubiojo (2012) his studies conducted on the challenges of user during the use of OPAC reveals the following; Lack of basic information searching skills to make maximum use of the OPAC; User's information searching skill is very low; Some users do not know how to access full bibliographical information to the resources they retrieved from the OPAC; Irrelevant search result while using the OPAC; Irregular power supply'; Network failure; Shortage of computer system designated for OPAC as inhibiting factors against the use of OPAC.

The result of the study also revealed that a very large percent of OPAC users from Unilorin and Kwara State Polytechnic admitted that orientation and training on the use of OPAC, good network services and power supply, full time assistance from the library staff and constant awareness on the availability and use of OPAC will help curb some of the problems/challenges faced by users with the use of OPAC in the library thereby improving the efficiency and effectiveness of the OPAC usage. Other solutions and improvements proffered by the respondents includes; unrestricted access to the OPAC, practical aspect of OPAC should be carried out by the staff to the users, good maintenance and supervision of the OPAC, availability of computer systems, advertisement/ of OPAC by the library, provision of manuals and trainings on the use of OPAC.

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Limitation and recommendation for future research

While the study reveals the perception and use toward OPAC among Undergraduate students. Therefore, this study is not claiming that it apprehends the same user perception and use of OPAC as found in the academic libraries used in this study. Therefore, there is a need for further studies that will involve many academic libraries in order to make generalization of results to the entire academic libraries in Nigeria.

This study has been conducted with available resources at the researcher's disposal. Future researcher are suggested to dig deeper into the usage analysis OPAC in academic libraries in Nigeria. The purpose is because, the research concentrated only on data collected from undergraduate students in Kwara State academic libraries. Outspreading the range of the study to cover the usage analysis of both the students and the lecturers in academic libraries in Nigeria.

It is also predictable that the researchers in the future should widen the scope of this research to cover more than one state and perhaps not centering only one type of library (academic library) as the case in this study.

Conclusions

The OPAC services for any library have become an inevitable searching tool in library operations. The importance and effect of OPAC cannot be overly emphasized as OPAC is an instrument of change in today's library system, this is because OPAC helps the users a lot in their information seeking and searching process. The search process in OPAC is more or less the same like the card catalogue but with increased access point; varieties of search features and increased access points and complexity of process. OPAC users are not only expected to have better orientation on the use of OPAC but also expected to possess technical searching skills, conceptual and semantic knowledge of OPAC. Automated library system in general and specifically online catalogue will continue to be productive and enhance the usage of library collections. The findings have strong policy implications in the fact that it will help the library community to improve the current OPAC facility usage in Nigerian academic libraries as well as in other libraries like the special, public, school, private and national library. Librarians must contain to play the role of an "Agents of change" in the use of online catalogues in order to become relevant in this technological driven world.

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