Undergraduates Awareness, Utilization and Satisfaction with Online Public Access Catalogue (OPAC) in Selected University Libraries in Nasarawa State, Nigeria

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Abstract: The study investigated undergraduate's awareness, utilization and satisfaction with Online Public Access Catalogue (OPAC) in selected University libraries in Nasarawa State, Nigeria. About 4 objectives with corresponding research questions guided the study. The study adopted survey research design. The population of the study was 7,233 registered library users (undergraduates) in (2) public universities in Nasarawa State, namely Federal University Lafia (FULAFIA) and Nasarawa State University, Keffi (NSUK). The sample size for the study was 379 drawn using Taro-Yemene's formula for sample size determination. Proportionate stratified random sampling technique was used to select the sample of respondents from the (2) universities under study, i.e., FULAFIA with 150 and NSUK, 299, respectively. Questionnaire was used as instrument for data collection. A total of 379 questionnaire were distributed and 362 retrieved for analysis representing a percentage of 95.5%. Data was analyzed using frequency counts; mean scores and standard deviation. Findings of the study revealed that, undergraduates were highly aware of Online Public Access Catalogue in selected University Libraries in Nasarawa state. The finding also revealed, undergraduates in selected university libraries in Nasarawa state utilized OPAC to a little extent and students were not satisfied with the use of OPAC, hence their extent of satisfaction derived from the use of OPAC was little extent. Findings further revealed factors affecting use of OPAC by undergraduates in selected university libraries to include library guide to explain how to use the OPAC is not available, unstable power supply, library staff not friendly, network/server problems, lack of computer systems, among others. Finally, conclusion and recommendations were made based on the findings of the study.

INTRODUCTION

Background to the study: Globally, University libraries have vital role in the development and promotion of University education such is the case in Nasarawa state in Nigeria. A university library is an academic library that serves the information needs of the university community through provision of information resources that supports teaching, learning, research, community service etc. In order to provide a conducive atmosphere for research, the university library provides current research materials and trained personnel to organize available information materials, assist faculties and students in accessing, retrieval and use of these resources[1]. According to Raul, university libraries are information gateways of the universities; they transform the acquired information resources in an organized manner with searchable options which connects the past and future. The researchers further stated that university libraries are brain centre of their institutions as they acquire and stock new ideas.

Information resources acquired by libraries are useless when access is not provided. The library catalogue is a fundamental tool used in accessing library resources. According to Adedibu, there is strong need to organize the library collections for easy access by users if the collections are not organized, the collections becomes useless. One acceptable means of organizing library collections is described by librarians as cataloguing. Thus, cataloguing is an essential process that provides access to all acquired information resources of the library for professional growth and development. Catalogue as a retrieval tool that provides access point to resources in a way that users will be able to find the needed material and information. Without proper cataloguing of library resources users will not be aware of the resources use and be satisfied. The resultant effect is users frustration.

It is in this regard that University libraries in Nasarawa state invest huge amount every year on selection, acquisition, processing and storage of information resources to serve its users. All these efforts are useless, if these resources remain unused or failed to serve the needs of the users. In this regard, factors such as lack of awareness of the resources and access often create problems on the part of the users to use the library resources effectively. The introduction of computer technology in university libraries have changed the entire environment[2]. According to the researchers, it has brought changes in access and retrieval of information resources. In support of this Tyonum[3] stated that computers in libraries aid in the production and maintenance of catalogues. This is because some cataloguing formats are now available.

In order to create awareness of the available resources and ensure their use by the target users

university libraries under study offers new technology base services. Onuoha *et al.*[1] affirms that as a means of ensuring that information materials are available and accessible, university libraries are providing modern catalogues to display what they have. Recently, most university libraries in Nigeria have joined their counterparts in advanced countries in the use of computers for processing library collections. Today, a few number of university libraries in Nigeria have automated their technical operations and services. Online Public Access Catalogue (OPAC) is one of these means that facilitate access to information in university libraries. According to Aina cited in Kumar[4], the use of computerized catalogue has made processing of library collections more accurate, interesting and faster.

An Online Public Access Catalogue is an online database retrieval tool held by a library or group of libraries. According to Narayanaswamy[5] the Online Public Access Catalogue (OPAC) is an information retrieval tool considered by short bibliographic records, mainly books, journals, audio-visual and non-book materials available in a library. The author further stated that, OPAC is helpful to university library users to access and locate the library resources efficiently and effectively. Aina cited by Onuoha *et al.*[1] also, stated that Online Public Access Catalogue (OPAC) is the most modern form of library catalogue whereby bibliographic records of all the documents in a collection are stored in the computer memory disk. It is a tool designed to facilitate information retrieval process in this new age. OPAC provides great flexibility and numerous options to users to access information pertaining to library resources by combining two or more bibliographic fields or access point[6].

Preliminary observation by the researchers revealed that awareness and utilization of OPAC seems to be a challenge of undergraduates in universities in Nigeria. Research by Ebiwolate[7] revealed that majority of undergraduate students were not aware of library Online Public Access Catalogue and its uses. Similarly, Onuoha, Umahi and Bamidele reported poor OPAC utilization among the final year students. Also, Bamidele etc. revealed that majority of the library users were not aware that OPAC could be used to facilitate retrieval of library information resources, only (26%) of the users used OPAC independently to retrieve library information resources. Likewise, Adedibu[8] in his research reported that the users of OPAC represented a small portion in university libraries.

Awareness and utilization of OPAC seems to be challenging among undergraduates students in university libraries due to a myriad of factors. These factors hinders the students to effectively and efficiently access and utilize certain information resources in the library some of the factors affecting undergraduates use of online public

access catalogue as reported by Ogbole and Morayo[9] include: lack of personnel with ICT skills in libraries user education, maintenance, inadequate training on how to use ICT resources, erratic power supply, testing of OPAC in libraries, lack of funds to support OPAC project in libraries, poor OPAC awareness creation by library personnel, inadequate library space, ICT skills possessed by undergraduates, difficult OPAC interface design, searching capabilities of OPAC by undergraduate students and also user convenience/satisfaction with OPAC use. Similarly, Gana *et al.*[10] revealed slow connectivity of networks, inadequate searching, and limited access to computers as factors affecting the use of OPAC by the patrons.

Ansari[11] stated that OPAC provides users with online access to the library's catalogue by allowing them to search and retrieve records from the online catalogue and depending on the underlying library management software.

From the foregoing, it is clear that utilization of OPAC in university libraries cannot be overemphasized. This is why university libraries in Nigeria and particularly those in Nasarawa state have subscribes to its use to effectively deliver services to her library patrons (undergraduates). While this is a welcome development, it is important to occasionally assess the effectiveness of the OPAC especially from user's point of view. This is necessary considering the uniqueness of each university library and the fact that periodic assessment will provide realistic picture of OPAC performance aiding managerial decisions on issues affecting the library catalogue. It is in the light of this, that the researchers investigates awareness, utilization and satisfaction with online public access catalogue among undergraduates in selected university libraries in Nasarawa state, Nigeria.

Statement of the problem: Online Public Access Catalogue (OPAC) has revolutionized traditional access to information resources in university libraries globally and particularly university libraries in Nasarawa State. OPAC is an interface information retrieval system that assists users to access resources of libraries using several access points. OPAC is concerned with searching for and retrieving bibliographic records of information items. The introduction of OPAC have made searching and retrieval of documents in the university libraries very easy and faster. Due to the relevancy of OPAC in university libraries for effective retrieval of information for research, it is expected that undergraduates in universities in Nasarawa state would make maximal use of it for quick access and retrieval of information within the university libraries. However, it is evident that undergraduate students in the study area still embrace the manual card catalogues for search of information in libraries. The

consequences of non-utilization of OPAC by the undergraduate students in most cases results to waste of time, frustration on the side of the students as well as too much burden on the librarians.

Also, literature have shown that even with the use of OPAC, information retrieval proves to be a challenge and result are not always satisfactory. Preliminary observations have further shown that there is low level of awareness, utilization and satisfaction with OPAC services by undergraduates in university libraries in Nasarawa state. This scenario have resulted to alternative searches such as asking questions as to where to find a text or just browsing through the library shelf for books or other information resources. This could be that undergraduates in university libraries in Nasarawa State are not aware of the existence of OPAC for information retrieval. This, if true could cripple the university libraries basic objectives of teaching learning and research. This situation is frustrating on the part of the users as it has effects on the academic performance of the students. It is worrisome that if immediate measures are not taken to handle the situation, this scenario may result to a failed system. It is in light of this that the researchers seeks to investigate undergraduate's awareness, utilization and satisfaction with Online Public Access Catalogue (OPAC) in selected university libraries in Nasarawa state, Nigeria.

Objectives of the study: The main purpose of this study is to investigate undergraduate sawareness, utilization and satisfaction with Online Public Access Catalogue (OPAC) in selected university libraries in Nasarawa state, Nigeria. Specifically, the study seeks to as certain undergraduates level of awareness of Online Public Access Catalogue in selected university libraries in Nasarawa state.

Determine the extent of utilization of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state. Investigate the extent of satisfaction derived from the utilization of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state. Determine factors affecting use of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state.

Research questions: This study is guided by the following research questions:

- What is the level of awareness of undergraduates on Online Public Access Catalogue in selected university libraries in Nasarawa State?
- What is the extent of utilization of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa State?

- What is the extent of satisfaction derived from the utilization of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state?
- What are the factors affecting use of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state?

Scope of the study: This study is limited by content and geographical scope. The content scope covers awareness, utilization and satisfaction of Online Public Access Catalogue and undergraduates. While the geographical scope covers only selected university libraries in Nasarawa State with the view of obtaining information on undergraduate's level of awareness of OPAC; extent of utilization of OPAC; extent of satisfaction derived from utilization of OPAC as well as the factors affecting use of OPAC by undergraduates.

Conceptual clarification/literature review
Awareness of online public access catalogue: Awareness is defined as an understanding of the activities of others which provides a context for your own activity[12]. According to Uche and Udo-Anyanwu[13], awareness refers to the consciousness of some knowledge about a situation or fact. Similarly, Hornsby[14] defined awareness as the fact of knowing that something exist. It simply means knowing something, it is an essential factors that determines use. In this context, awareness of online public access catalogue means having knowledge or idea of the online public access catalogue that is available in the library for use by undergraduate students to facilitate easy accessibility and retrieval of needed information resources for learning and research. In relation with the above view, awareness of OPAC means having knowledge of OPAC, understanding how OPAC works, appreciation of its value by undergraduate students in university libraries. Gohain and Saikia[2] reported that students were aware that OPAC help users to locate documents by researcher, title or by subject on the shelves. Similarly, Thanuskodi[15] found that majority of users consulted OPAC to know the availability and location of the requisite documents. For OPAC to be effectively used by undergraduate students, they have to be aware of its existence through various awareness programmes in the library. Awareness programmes put in place in university libraries to create awareness of the existence of OPAC include Current Awareness Services (CAS), exhibitions and display of list of new arrivals, pasting of posters and pictures on notice board for users to peruse, etc.

Utilization of online public access catalogue: Utilization of a resource is the act of exploiting a resource to satisfy an information need. Effective utilization of Online Public Access Catalogue by undergraduate students in university libraries in Nigeria and particularly in Nasarawa state enhances knowledge and quality of research output. Uhegbu[16] defined utilization as the appropriate use of acquired information. According to the researcher, utilization of resources means taking full advantage of available resources. Utilization of OPAC by library users depends largely on the extent to which they are aware of its availability and impact of use[10]. The extent of utilization also determines the quantity and quality of information obtained and consequently, research output. Uhegbu[16] asserts that "utilization is the actual putting into appropriate use of acquired information. One would therefore define OPAC utilization as actual putting into appropriate use the Online Public Access Catalogue of the university libraries in the study area.

Effective use of online public access catalogue has made the library collections easily accessible to everyone by breaking the physical boundaries of the library. A research conducted on use of OPAC at Annamali university library by Thanuskodi[15] reported that only one-third of the users utilized OPAC frequently. Similarly, Gahain and Saikia[2] also reported that majority of the users never utilized OPAC in Tezpur university library. The researchers further revealed that, students prefer to browse through the shelves to find or locate books because there is limited training program for library users in the university to properly use the library OPAC. Therefore, the researchers proposed user training program for the use of OPAC.

Users satisfaction derived from online public access catalogue: According to Hornby[14] satisfaction is defined as good feeling one have when one have achieved something or when something that one wanted happened, something that gives you a good feeling. Therefore, user's satisfaction is result of outcome of use of a computer application. In this context, satisfaction is the extent of good feeling of undergraduate students in university libraries when they take advantage of the online Public Access Catalogue (OPAC) as the computer technology available in the library that meets their information requirements or needs. It implies the level of acceptability of the operation of OPAC by undergraduate students in universities. Narayanaswamy[5] opined that OPAC is designed to satisfy a wide range of users. For example, users who have little knowledge of OPAC to librarians who are experienced in online database searching. The researcher further reported that library users were satisfied with the university OPAC facility and very few users were neither satisfied nor dissatisfied. In the same vein, Onuoha et al.[1] revealed that students were moderately satisfied with the operations of OPAC to a large extent. Research conducted by Sankari et al.[17] reported that

out of 151 users a very few, i.e., 2(1.3%) were fully satisfied with OPAC use in Unnamalai Institute of technology in Kovilpatti (Tamil Nadu), one-fourth were satisfied a little, one-third moderately satisfied with OPAC use.

Undergraduates: An undergraduate is a university student who has not yet received a first degree. Undergraduate, according to Cambridge Dictionary online (2019) is a student who is studying for his/her first degree at college or university. In other ways, undergraduate is one who have not yet bagged a bachelor's degree. In context of this study, undergraduates are students who are currently undertaken first degree programmes in universities in Nasarawa state

Undergraduates use of Online Public Access Catalogue depends on how well university libraries provide internet facilities such as computers, bandwidth, databases as well as awareness of ICT facilities to meet their information needs. Shorunke *et al.*[18] (n.d.) reported that undergraduates visits to university libraries and information centers for research are frustrated due to lack of awareness of OPAC operation, inadequate computers/internet facilities and other basic ICT skills to access, retrieve and exploit information materials.

MATERIALS AND METHODS

The descriptive survey research design was adopted for this study. This design was found to be most appropriate for this study because it directly sought a target population of registered undergraduate's library user's opinion by using questionnaire as the instrument for data collection, hence the suitability of the design. The geographical coverage for the study was Nasarawa State in North Central Nigeria. The study covers (2) public universities namely, Federal University Lafia (FULAFIA) and Nasarawa State University, Keffi (NSUK), Nasarawa State. The population for the study was 7,233 registered library users (undergraduates) from the (2) universities in Nasarawa State. FULAFIA with population of 2.871 and NSUK with 4.362 (source: data obtained from office of the university librarians in the two universities under study, 2020). The sample size for the study was 379 drawn using Taro-Yamene's formula for sample size determination. Proportionate stratified random sampling technique was used to select the sample of respondents from the (2) universities (i.e., FULAFIA with 150 and NSUK, 229) making a total of 379. Data for the study was analyzed using descriptive statistics of frequency count, mean scores and standard deviation. The instrument which take the form of a continuum of four responses option on each cluster was scored thus; 4, 3, 2 and 1. The mean bench mark is calculated, thus, 4+3+2+1/4 = 2.50.

Therefore, any item with a mean value that rank from 2.50 and above is accepted/agreed while 2.49 is rejected/disagreed.

RESULTS AND DISCUSSION

This study deals with presentation and analysis of data obtained from responses. As earlier noted sample population for the study were 379. Accordingly, 379 questionnaire were sent and 362 returned. Hence, the percentage returned is 95.5% showing reasonable high percentage. The result of the study was organized around the research questions as follows.

Research question 1: What is the level of awareness of undergraduates on Online Public Access Catalogue in selected University Libraries in Nasarawa state (Table 1).

Table 1 showed the level of awareness of undergraduates on Online Public Access Catalogue in selected university libraries in Nasarawa state. Result of the study indicated that all the items have mean scores above the bench mark of 2.50. The mean scores of the items range from 2.97-3.54. The standard deviation of the respondents ranged from 0.99-1.28.

Research question 2: What is the extent of utilization of Online Public Access Catalogue by undergraduates in selected University Libraries in Nasarawa state?

Table 2 above showed the extent of utilization of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state. Result showed that items, 1-4 with mean scores ranged from 2.98, 3.02, 3.27 and 3.19 are above the benchmark of 2.50 indicating Great Extent. While items 5-9 and 10 with mean scores of 2.34, 3.45, 2.41, 2.37, 2.15 and 2.13 are below the cut-off mark of 2.50, hence indicating little extent.

Research question 3: What is the extent of satisfaction derived from the utilization of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state?

Table 3 showed extent of satisfaction derived from the utilization of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state. Result showed that items 1-4 with mean values ranging from 3.42, 3.27, 3.21, 3.15 above the cut-off mark of 2.50 indicating Great Extent while items 5-10 with mean values of 2.33, 2.15, 2.30, 2.21, 2.24 and 1.95 are below the cut-off mark of 2.50. Hence, the respondents indicated Little Extent of satisfaction from the utilization of OPAC in the study area.

Table 1: Mean score and standard deviation on level of awareness of undergraduates on OPAC in selected University Libraries in Nasarawa state

Items	N	Mean	SD	Decision
Are you aware that most of the materials available in your university library can be accessed outside the library building using OPAC?	362	3.54	0.99	Highly aware
Are you aware of the existence of OPAC in your university library?	362	3.51	1.03	Highly aware
Are you also aware that OPAC is a device to locate print and non-print materials?	362	3.43	1.08	Highly aware
What is your level of awareness of OPAC in your university library?	362	3.41	1.03	Highly aware
Are you aware that you can link with other online databases via. your university library OPAC?	362	3.28	1.09	Highly aware
Are you also aware that your university library subscribes to over 20 electronic databases that you can navigate using the OPAC interface?	362	3.17	1.11	Highly aware
Are you aware that it is faster to retrieve information on any objective via. OPAC of your university library?	362	2.97	1.28	Highly aware

Table 2: Mean score and standard deviation on the extent of utilization of OPAC by undergraduates in selected university libraries in Nasarawa state

Items	N	Mean	SD	Decision
I use OPAC to know the bibliographical details of title/documents	362	2.98	1.10	Great extent
I use OPAC to locate documents on the shelves	362	3.02	0.93	Great extent
OPAC assist me to know whether a particular book is on the shelf or not	362	3.27	0.95	Great extent
I use OPAC to know what a library have on a given author, title and subject in the university library	362	3.19	0.93	Great extent
It is very rewarding to use OPAC to ascertain a document without visiting library	362	2.34	1.20	Little extent
I use OPAC to search different type of documents	362	2.45	1.07	Little extent
I use OPAC to know the status of a document	362	2.41	1.27	Little extent
I use OPAC to know the latest additional list of books in the library	362	2.37	1.20	Little extent
I use OPAC to know about the availability of journals in the library	362	2.15	0.65	Little extent
I use OPAC to complete my term papers	362	2.13	0.83	Little extent

Table 3: Mean score and standard deviation on the extent of satisfaction derived from the utilization of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state

Items	N	Mean	SD	Decision
When i use OPAC, I know the bibliographical details of title/documents	362	3.42	0.77	Great extent
I use OPAC to locate documents on shelve and i enjoyed it	362	3.27	0.96	Great extent
I use OPAC to know whether a particular book is on the shelf or not	362	3.21	1.01	Great extent
I use OPAC to know what the library have on a given researcher, title and subject without wasting time	362	3.15	1.22	Great extent
Using OPAC, i know about a document without visiting the university library	362	2.33	1.11	Little extent
Using OPAC, i search different types of document without frustration	362	2.15	0.95	Little extent
OPAC enables one to know the status of a document to complete an assignment	362	2.30	0.98	Little extent
When student use OPAC list of new arrivals is known	362	2.21	0.66	Little extent
Using OPAC of libraries enables one complete his term paper on time	362	2.24	1.27	Little extent
My academic performance have improved because i use OPAC all the time	362	1.95	0.51	Little extent

Field Survey (2020)

Research question 4: What are the factors affecting use of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state?

Table 4 above showed factors affecting use of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state. The table indicated that item 1, 3, 4 ,5, 6, 8, 9 and 11 have mean values ranging from 3.06-3.90 above the benchmark of 2.50. This showed that the items were indicated as factors affecting use of OPAC in selected university libraries in Nasarawa State. While item 2, 7, 10 and 12 with mean values ranging from 1.51,1.69, 1.81 and 2.22 were below bench mark of 2.50 which is disagree.

Summary of major findings of the study: The following findings emanated from the study based on the research questions answered: undergraduates were highly aware of Online Public Access Catalogue in selected university libraries in Nasarawa.

Undergraduates in selected university libraries in Nasarawa State utilized Online Public Access Catalogue to a little extent. The extent of satisfaction derived from the utilization of Online Public Access Catalogue by students in selected university libraries in Nasarawa state wasLittle Extent (i.e.) students were not satisfied with the use of OPAC.

The factors affecting the use of Online Public Access Catalogue by students in selected university libraries in Nasarawa state include library guide to explain how to use the OPAC is not available, unstable power supply; library staff not friendly, network/server problems, lack of computer systems, lack of basic ICT skills to search and use OPAC, OPAC access is password protected as well as OPAC interface is not user friendly.

The findings on research question 1 in Table 1 revealed that undergraduates were highly aware of Online Public Access Catalogue in selected university libraries in Nasarawa state. The findings of this study is in agreement with that of Gohain and Saikia[2] who

Table 4: Mean score and standard deviation on the factors affecting use of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state

Items	N	Mean	SD	Decision
Library guide to explain how to use the OPAC is not available	362	3.06	1.12	Agreed
Lack of awareness programmes	362	2.22	0.91	Disagreed
Unstable power supply	362	3.46	0.87	Agreed
Library staff not friendly	362	3.47	0.73	Agreed
Network/server problem	362	3.67	0.74	Agreed
Lack of computer system	362	3.68	0.66	Agreed
Book(s) not found on shelves indicated by OPAC	362	1.69	0.18	Disagreed
Lack of basic ICT skills to search and use OPAC	362	3.90	0.54	Agreed
OPAC access is password protected	362	3.88	0.56	Agreed
Lack of orientation of students on the part of library management	362	1.81	0.56	Disagreed
OPAC interface is not user friendly	362	3.72	0.45	Agreed
Lack of knowledge of the OPAC URL address	362	1.51	0.43	Disagreed

Field survey, 2020

also reported that students are aware that OPAC, help users to locate documents by author, title or by subject on the shelves to a high extent. Findings of the study disagree with that by Makun etc. who reported that most of the students were aware of the OPAC to a very little extent and some were not aware of the OPAC services at all, hence they preferred to physically browse through the library shelves. The probable reason for the result in Table 1 maybe that the university libraries mounted programmes to create awareness of the existence of OPAC.

The findings on research question 2 on Table 2 revealed that undergraduates in selected university libraries in Nasarawa state utilized Online Public Access Catalogue to a little extent. This agrees with Thanuskodi[15] who reported that only one-third of the users utilized OPAC frequently. Findings of the study is also in consonance with that by Gohain and Saikia[2] who attested that majority of the users (students) never utilized OPAC in Tezpur University Library. The reason for the result maybe as a result of debility in ICT skills of the students.

The findings on research question 3 on Table 3 revealed the extent of satisfaction derived from utilization of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state is little extent (i.e.) students were not satisfied with the use of OPAC. This findings corroborates with that by Sankar et al.[17] who attested that a very few library users 1.3% were fully satisfied with OPAC use one-fourth were satisfied a little while one-third moderately were satisfied with OPAC use. Findings of the study also disagree with that by Onuoha et al.[1] who attested that students are moderately satisfied with the operations of OPAC to a large extent. The justification for the result in Table 3 maybe as a result of lack of basic ICT skills to search and use OPAC adequately.

The findings on research question 4 in Table 4 revealed factors affecting use of Online Public Access Catalogue by undergraduates in selected university libraries in Nasarawa state to include: library guide to

explain how to use the OPAC is not available, unstable power supply, library staff not friendly, network/server problems, lack of computer systems, lack of basic ICT skills to search and use OPAC, OPAC access is password protected as well as OPAC interface is not user friendly. This is in line with Kumar[4] who reported difficulties to locate documents, network/server problems, lack of proper guideline as well as unstable power supply as problem faced while using OPAC. This is also in consonance with that of Makun who attested that slow connectivity and inadequate searching skills are the problems faced while using the OPAC services. Findings also corroborates that of Ogbole and Atinmo and Marayo[9] who attested that erratic power supply, inadequate training on how to use ICT resources and lack of funds to support OPAC project in libraries as factors affecting OPAC sustainability use in libraries. The possible reason for the result maybe as a result of inadequate funding of the university libraries leading to some of the problems revealed in the study.

CONCLUSION

Based on the findings of the study, the researchers concluded that undergraduates were highly aware of the existence of OPAC in the university libraries in Nasarawa state. Students also utilized OPAC to a little extent and were not satisfied with the use of OPAC in the university libraries. The students however were faced with myriad of factors affecting use of OPAC which further studies are required without which OPAC and the university libraries may be doing a lot of disservice to users.

RECOMMENDATIONS

Based on the findings of the study, the following recommendations were made, since, students were highly aware of the availability and existence of OPAC in the university libraries as revealed by the study, the university libraries should therefore, maintain their awareness programmes for the benefit of students.

Undergraduates indicated that they utilized OPAC to a little extent. This is not good enough, therefore, the university libraries should provide more awareness programmes to encourage students to use OPAC to a very great extent.

The study revealed that students derived little satisfaction from the use of OPAC, therefore, the study recommends that the university management should put in place strategies that may encourage students to take advantage of OPAC in their respective libraries in order to derive satisfaction to a very great extent.

Based on the findings in Table 4 all the contending issues or factors affecting use of OPAC by students in the selected university libraries should be addressed by the library management or university management through her supervisory agents, National Universities Commission (NUC) by ensuring that stable power supply is provided with appropriate number of computers and servers to enhance use of OPAC in the selected university libraries in Nasarawa state.

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