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**AWARENESS AND PERCEPTION OF LIBRARY USERS TOWARDS THE USE OF ONLINE PUBLIC ACCESS
CATALOGUE (OPAC) IN BAYERO UNIVERSITY, KANO, LIBRARY**

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ABSTRACT

This study investigates the awareness and perceptions of library users towards the use of Online Public Access Catalogue (OPAC). The research adopted the survey research design using cross sectional survey research design of Quantitative research methodology, where a structured questionnaire was used to gather the data for this study. Three hundred and thirty five (335) questionnaires were distributed, Two hundred and ninety-eight were returned, and two hundred and ninety questionnaires were found useful for analysis, indicating 88.96-response rate for the study. The data collected were analyzed using descriptive statistics employing frequencies and percentage. The study revealed poor awareness on the availability of OPAC in the library under study, which subsequently breeds the neutrality in the perceptions of the library users towards the use of OPAC. The study further revealed under-utilization of the OPAC facility in the library understudy, which is also attributed to the poor awareness of the users. Some of the challenges library users face when using OPAC include: Access restricted to the Library only; Inadequate computer terminals; Erratic power supply; Lack of ICT skills of the library staff; Frequent computer breakdown; Lack of skills to use OPAC independently and Lack of Computer Knowledge among others. It was also recommended in the study that proper awareness of Library services such as OPAC should be created through all means such as library orientation and other awareness creation programs.

Keywords: Awareness, Perceptions, OPAC, Library Users

Introduction

The main purpose of a university library is to support the objectives of a university, in the area of learning, teaching, research and prompt service delivery. In order to achieve this, university libraries provide information resources in both print and non-print formats to facilitate those key functions. For the university library to provide quality service, the library collection will be organized to give easy access to materials through the provision of a library catalogue. The catalogue serves as the pointer to each piece of information resources in the library and facilitates users' access to library recourses. A catalogue is described as the bibliographical list of the total holdings of the library's collection and it is one of the most important and useful information retrieval tool in the library.

Traditionally, there were two forms of catalogues used by libraries to guide users through their collection. These forms of catalogues are the book catalogue and the card catalogue. The book catalogue was described as the bibliographic description of the holdings of a library, collected and bounded along a spin. While the card catalogue is a form of catalogue that is written on a piece of paper/card of specific size and arranged in a catalogue card drawer according to a defined system of arrangement. These forms of catalogues have witnessed lots of changes with the introduction of Information and Communication Technologies (ICTs). ICTs are those gadgets that facilitates and support the creation, acquisition, storage, display and dissemination of either born-digital or converted to digital information.

The provision of OPAC in a library is therefore a significant and remarkable achievement on the part of both the library and its users, because it will ease the work of the librarians and contribute greatly towards the attainment of the library's goal and objectives as well as the easement of searching and retrieving of information resources by the users. The provision of OPAC alone cannot guarantee usage, unless the library users are made aware of its availability and shown how to use it. OPACs made available in some libraries without proper creation of awareness are left all dusty without effective utilization, as such awareness is a great factor to look at when providing a service or a product. According to Baro (2011), awareness to the existence of a service in libraries is the first step to their use by the patrons. When the users are aware and are using the service, then

the need to periodically evaluate and examine their views, feelings, perceptions and attitudes towards that service arises.

Therefore, the efficiency of every service provided should be ascertained and measured from time to time in order to understand its current position and what needs to be done for better improvement. OPAC provided in the library needs to be evaluated in terms of its relevance and efficiency. This evaluation is to be done from the views and perceptions of the users of OPAC as the service is made available specifically for them to use and satisfy their information needs. The Perceptions, views and feelings of users' about OPAC service is an integral issue worth giving consideration, because, the library users' judge the services received based on the level to which their needs have been satisfied by the service. As such, the use of OPAC service depends on the prior experiences users' have with that particular service.

Hence, this study investigates the library users' awareness of Library OPAC; Their perception towards OPAC; The use of library OPAC and their experiences as well as challenges they face when using OPAC, so as to gain an insight into why they use manual catalogues most often.

Problem Statement

The effect of Information and Communication Technology is seen in every aspect of human activities now a days. The library is not an exception, it is evident in the mode of services provided which has changed from the traditional mode to modern or technologically influenced one. Today, the contemporary practice in academic library services in the 21st century is being propelled with an information explosion, and the inclusion of Information and Communication Technologies (ICTs) in all aspects of library services (Abubakar, 2011). OPAC as an example of the influence of ICTs in the Library, which provides quick, easy and remote access to the collection or holdings of a library. It is pathetic to notice that library users of Bayero University, Kano, Library tends to be using the traditional card catalogue to search for information resources in the Library while OPAC has been provided and fully running. This study intends to examine the Library users' awareness and perceptions regarding the use of the OPAC provided in the Library.

Research objectives

The general objective of this research is to study the awareness and perception of Library Users towards the use of Online Public Access Catalogue (OPAC). While the specific research objectives of this research are as follows;

1. To assess the level of users' awareness on OPAC services in BUK Library.
2. To ascertain the users' perception on the use of OPAC in the Library under study.
3. To examine how OPAC services are used in the Library under study.

Literature Review

Concept and significance of Online Public Access Catalogue (OPAC)

The application of the information and communication technology has changed the entire environment of the library including cataloguing. The trend has changed from card catalogue where the documents were searched through endless drawers to the computerized catalogue that helps patrons in easy retrieval of documents. The computerized catalogue was gradually made accessible on networks outside the four walls of the library and was termed as Online Public Access Catalogue (OPAC).

The OPAC was developed in late 1970s and since then have become widely accepted as the contemporary form of catalogue in the developed world (Namugera, 2014). Since their advent, vast number of bibliographic records has been converted into computer format, using the Machine-Readable Cataloguing (MARC) format. OPAC is a system that allows the user to quickly and effectively search the computer-held files of the library/libraries (Nisha & Nashaudi, 2011). According to Kapoor and Goyal (2007), they defined OPAC as the key to a library's collection as it allows users to find out about what books, journals, conference proceedings, reports and other resources available in either print or electronic format. From the literatures reviewed, the researcher was able to identify and establish a gap in research especially on the focus of the reviewed literatures. Most of the literatures focused the discussion of the concept of OPAC as it concerns the libraries of developed countries such as the UK and USA.

This signifies a wide gap, which this present study intends to fill. Also in another aspect, the reviewed literatures discussed the concept of OPAC with special focus to its features and search

capabilities. This study intends to discuss OPAC in its general sense, in relation to its awareness and its perceptions as well as its uses. Some other literatures reviewed focused on discussing OPACs in libraries of developing nations such as India, but this study intends to discuss OPAC in Nigerian academic libraries particularly Bayero University library. Thereby filling the existing gap identified.

Awareness of Online Public Access Catalogue (OPAC) services

Awareness of OPAC services can be described as a state of being knowledgeable about the availability of OPAC in an establishment. Nisha and Naushad (2011) described awareness of OPAC as the degree of users' knowledge on the availability of the services and the extent to which they make use of them. Awareness of OPAC can also be described as having a knowledge of the existence, benefits and purpose of OPAC, though the level of awareness vary from one user to another. Ruzgea (2012) also described awareness of OPAC as knowledge of it and maintains that it is also a first step to increased usage of the literature materials and other relevant information in library and outside libraries or online databases to aid students in their learning process. It is often generally presumed that, awareness promotes use. This is to say that, a system or resource cannot be used by someone who does not have any prior knowledge of it.

There is need for libraries to keep their users abreast of the services they provide. This can be achieved through adequate promotion of library products and services such as OPAC. Promotion, according to Joseph and Parameswari (2009) involves mechanisms that inform the target groups about the resources available, services and products offered by the libraries/information centers. Ifijeh (2011) suggested some possible promotional activities that a library could embark on, to include publishing and distribution of hand bills, publishing and distribution of newsletters, mailing list programs, placing posters in strategic places, use of billboards and library awareness programs such as library week or library orientation for all incoming students. Such promotional measures can also be employed to boost awareness of university libraries' OPAC.

The researcher from the literatures reviewed was able to identify and establish a wide gap in research which this study intends to fill in. Most of the reviewed literatures consist of studies carried out in some part of the world especially the developed countries. So this research work intends to fill this gap and contribute to literatures on awareness as it concerns the study of OPAC,

especially in developing countries. More over a significant number of the reviewed literatures discussed on awareness of OPAC as it relates to its features and facilities and some other literatures gave special focus to comparison between OPACs of one library and the other. While this study intends to fill the gap on awareness of OPAC as it concerns the users and the use of the system (OPAC).

Perceptions of Users towards the use of Online Public Access Catalogue (OPAC)

As a means of meeting up with the challenges of ensuring that information materials are available and accessible, libraries provide catalogues to display what is available in the library and where they can be obtained. This is further facilitated by the introduction of ICTs to library operations and the subsequent emergence of OPACs which provides faster searching and retrieval of information resources via computer terminals. It is efficient and possesses all the advantages over other forms of catalogue. No wonder then that a growing number of libraries in Nigeria are changing from traditional card catalogues to computerized catalogues.

While this is a welcome development, it is important to occasionally assess the effectiveness of the OPAC especially from the users' point of view. This is necessary considering the uniqueness of each university library and the fact that periodic assessment will provide a realistic picture of OPAC performance; therefore, aiding managerial decisions on issues affecting the library catalogue. There was a call from university administrators asking library directors to demonstrate their library's value to the institution (Kaufman, 2008). Due to these increased calls for accountability, libraries have been stimulated to study the perception of users on library services in anticipation that it is a key factor in determining usability of these services.

This facility offers a better understanding of user perceptions and expectations in respect of OPACs, which ultimately result in a truly user centered OPACs. An experiment was undertaken to find out the type of interaction features that users prefer to have in OPAC (Wallis & Kroski, 2009). The experiment study revealed that regardless of users Information Technology (IT) backgrounds, users expect OPACs to facilitate easier ways to achieve their tasks.

Based on the foregoing review on perception of users towards OPAC services the researcher was able to identify and establish a research gap, as most of the literatures focus on examining the

perception of faculty members and some compares between institutions. This is a gap as undergraduates perceptions on the services provided in libraries are not given much attention. Some other literatures focused on the perceptions of the library users on features and facilities provided by OPAC, which indicate a gap in study as the perception of the users on the use of OPAC is left out. Therefore, this study intends to fill that gap. Also in this part of this world there are very few literatures examining the undergraduates' perceptions on the services of OPAC as provided by the various libraries of their academic institutions. This is yet another gap which this study intends to fill.

Use of Online Public Access Catalogue (OPAC)

Many academic libraries are currently caught between pressures of increasing library service usage. This has partly been caused by the increase in number of students admitted to the universities, together with the introduction of new courses, this has stressed the library demand. Students need new books and journals for academic excellence, as well as research, study and teaching for lectures. Many studies have been carried out on the use of academic libraries and its services of which OPAC is a part. Kumar and Vohra (2011) discovered that students who are very active in class, and who read, write and study more are consistent and regular library services users.

Research has shown that users of OPAC indicates that they use OPAC because it saves users' time and energy. With OPAC, library users need not to spend time or travel from their residents to the library to know whether or not the library holds a particular book or to place book requests. They would not need to spend time scanning through the library card catalogues before they know the shelving locations of books. Impliedly, OPAC reduces the cost of travelling and number of physical presence in the library. From the reviewed literatures, the researcher was able to identify and establish a research gap in relation to the use of OPAC. As identified in the review most of the literatures focused on the use of OPAC as it relates to Faculty members, leaving the undergraduate students out. While some other literatures reviewed focused on the comparison in terms of OPAC usage between institutions. Therefore, this research study intends to fill the existing gap in research. Also from another aspect, there are very few studies done on OPAC usage in this part of the world, indicating a wide gap. This study intends also to fill this gap.

Methodology

Research methodology has been defined as the process used to gather and analyze data needed to answer the research questions guiding a study. Quantitative research method was used for this study because of the consideration given to the population of the study as well as justifications provided by some other researchers. Survey research design was chosen because it has the capacity to study large and small populations by selecting and studying samples chosen from the population to discover the relative incidence distribution and interrelations of sociological and psychological variables. The population of the study includes all the registered undergraduate library users of Bayero University Library. The total number of registered users is Six thousand seven hundred (6700) Users. Simple random sampling method is that which the selection of sample is purely due to chance. Thus, anyone in the sample is definitely by chance. Therefore, the sample size for the current study is three hundred and thirty five (335) library users.

DATA PRESENTATION AND ANALYSIS

The results of the data collected for the study on awareness and perception of Library users towards the use of Online Public Access Catalogue (OPAC) in Bayero University, Kano, Library. The method of data analysis in this study is based on the use of descriptive statistics using Frequencies and percentage.

Response rate

The responses rate of the undergraduate library users to the questionnaires administered is presented below;

Table 1: Response rate

Questionnaires	Frequency	Percentage
Number of questionnaires administered	335	100%
Number of questionnaires returned	298	88.96%
Number of questionnaires not returned	37	11.04%

Number of questionnaires found useful for analysis	290	86.56%
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Table 1 indicated that a total number of Three hundred and Thirty five (335) questionnaires were administered to the respondents, out of which two hundred and ninety eight (298) were returned and that represent 88.96% response to the study. Thirty seven (37) questionnaires were not returned representing 11.04%. Among the returned questionnaires only two hundred and ninety (290) were found useful for analysis, which represents 86.56%. This response rate is sufficient to actualize the objectives of the study. The researcher made several efforts to reduce the number of unreturned copies of the questionnaire but found abortive due to the fact that some of them do not want to respond to questionnaire.

Personal information of respondents

Distribution by Gender

The respondents were required to indicate their gender and the result of the gender distribution of the respondents is displayed below.

Table 2: Gender of the respondents

Gender	Frequency	Percentage
Male	190	66%
Female	100	44%
Total	290	100

Table 2, indicates the gender-wise distribution of the respondents. The male gender has the highest response of 190 representing 66%. While the female has a 100 which represents 44%. This shows that more than half of the respondents are male and less than half were female.

Awareness of Online Public Access Catalogue (OPAC)

The respondents were asked questions on awareness of OPAC

Table 3: Know what OPAC is.

Responses	Frequency	Percentage
YES	250	86.21%
NO	40	13.79%
Total	290	100

Table 3 presents the distribution of respondents who know what OPAC is and who doesn't. 250(86.21%) indicated that they know what OPAC is and represents more than half of the respondents. while 40(13.79%) indicated that they don't know what OPAC is. This findings shows that majority of the respondents know what OPAC is.

Are you aware that OPAC is made available in your university is Library?

In addition, the respondents were asked question on their awareness on the availability of OPAC in their university's library.

Table 4: Awareness on the availability of OPAC

Responses	Frequency	Percentage
YES	97	33.45%
NO	193	66.55%
Total	290	100

Table 4 shows that majority of the respondents which is 193(66.55%) are not aware that OPAC is made available at their University's library. While only 97(33.45%) indicated that they are aware of the availability of OPAC in their university's library. This findings show that there is poor awareness of the availability of OPAC in Bayero University, Kano, Library.

Table 5 Level of awareness on the availability of OPAC

Responses	Frequency	Percentage
Very high	0	0.00%
High	11	11.34%
Medium	27	27.84%
Low	49	50.52%

Very Low	10	10.31%
Total	97	100

Table 5 presents the responses of the respondents on their ratings of their level of awareness on the availability of OPAC. Majority 49(50.52%) indicated to have low level of awareness on the availability of OPAC, followed by 27(27.84%) who indicated a medium level of awareness, while 11(11.34%) indicated high level of awareness and 10(10.31%) indicated very low level of awareness. This finding are indicative of the fact that there is a low level of awareness on the availability of OPAC in Bayero University, Kano, Library.

Perceptions towards Online Public Access Catalogue (OPAC)

The respondents were asked to rate their perceptions based on the provided number of perception responses. Below are the responses

The system is user friendly

Table 6: The system (OPAC) is user friendly

Responses	Frequency	Percentage
Strongly Agree	76	26.21%
Agree	54	18.62%
Undecided	122	42.07%
Disagree	20	6.90%
Strongly Disagree	18	6.21%
Total	290	100%

Table 6 presents the responses of the respondents based on the perception that “the system (OPAC) is User friendly”. Out of the 290 (100%) responses, 122(42.07%) indicated “Undecided” meaning they do not know if it is user friendly or not because most of them don’t use it. This was followed by 76(26.21%) who indicated that they strongly agreed, meaning the system is indeed user friendly and 54(18%) indicated that they agree that the system is user friendly while 20(6.90%) and 18(6.21%) indicated Disagree and Strongly Disagree respectively. This findings shows that majority of the respondents have no perception to OPAC, mostly because they have never used it.

Using OPAC makes retrieving library resources easy

Table 7: OPAC makes retrieving library resources easy

Responses	Frequency	Percentage
Strongly Agree	40	13.79%
Agree	82	26.28%
Undecided	146	50.34%
Disagree	17	5.86%
Strongly Disagree	5	1.72%
Total	290	100%

Table 7 presents the responses of the respondents based on the perception that “OPAC makes retrieving library resources easy”. Majority of the respondents 146(50.34%) indicated “undecided”, followed by 82(26.28%) who indicated that they agree that OPAC makes retrieving library resources easy. Some respondents 40(13.79%) strongly agreed to the statement while 17(5.86%) and 5(1.72%) indicated disagree and strongly disagree respectively. This findings shows that majority of the respondents due to inexperience of OPAC services have no perceptions about its ability to make retrieval of library resources easy.

The output is presented in a useful format

Table 8: OPAC output is presented in a useful format

Responses	Frequency	Percentage
Strongly Agree	67	23.10%
Agree	74	25.52%
Undecided	137	42.24%
Disagree	12	4.14%
Strongly Disagree	0	0
Total	290	100%

Table 8 presents the responses of the respondents based on the perception that the results presented by OPAC is in a useful format. Majority of the respondents 137(42.24%) indicated that undecided. Followed by 74(25.52%) who indicated that they agree that OPAC output is presented in a useful format. While 67(23.10%) and 12(4.14%) indicated strongly agree and Disagree respectively. This findings are indicative to the fact that the useful format by which OPAC output is presented is not known by the majority of the respondents.

The system provide sufficient information

Table 9: The system (OPAC) provide sufficient information

Responses	Frequency	Percentage
Strongly Agree	28	9.66%
Agree	56	19.31%
Undecided	167	57.59%
Disagree	37	12.76%
Strongly Disagree	2	0.69%
Total	290	100%

Table 9 presents the responses of the respondents based on the perception that the system (OPAC) provide sufficient information. More than half of the respondents 167(57.59%) indicated they are yet to decide on this perception because they have not experienced the use of OPAC. While 56(19.31%) agreed to this perception, 36(12.76%) disagreed to this perception. 28(9.66%) and 2(0.69%) strongly agreed and strongly disagreed respectively. This findings are indicative to the fact that the perception of OPAC is poor in Bayero University, Kano.

I get the information I need in time

Table 10: I get the information I need in time

Responses	Frequency	Percentage
Strongly Agree	27	9.31%
Agree	72	24.83%
Undecided	164	56.55%
Disagree	20	7.00%
Strongly Disagree	7	2.41%
Total	290	100%

Table 10 presents the responses of the respondents based on the perception that the respondents get the information they need in time. More than half of the respondents 164(56.55%) indicated undecided as a result of their inexperience of OPAC uses. This is followed by 72(24.83%) whom indicated that they agree to this perception that OPAC provide them with the information they need, while 27(9.31%), 20(7.00%) and 7(2.41%) indicated strongly agree, Disagree and strongly disagree respectively. This findings clearly indicates that majority of the respondents are

inexperienced to the use of OPAC, because they have no perception as to the efficiency of the information OPAC provides.

The information content on the system meets my needs

Table 11: The information content on the system meets my needs

Responses	Frequency	Percentage
Strongly Agree	45	15.52%
Agree	68	23.45%
Undecided	127	43.79%
Disagree	29	10.00%
Strongly Disagree	21	7.24%
Total	290	100%

Table 11 presents the responses of the respondents based on the perception that the information content on the system meets their needs. Majority of the respondents 127(43.79%) stand neutral to this perception as they indicated undecided, they are followed by 68(23.45%) whom indicated that they agree to this perception, where, 45(15.52%) indicated that they strongly agree to this perception. While 29(10%) and 21(7.24%) indicated they disagree and strongly disagree respectively. This findings indicates that just a few respondents disagree to this perception and yet majority are yet to decide, but a significant number of the respondents indicates that they agree to this perception.

The system Provides the precise information needed

Table 12: The system provides the precise information needed

Responses	Frequency	Percentage
Strongly Agree	56	19.31%
Agree	76	26.21%
Undecided	128	44.14%
Disagree	21	7.24%
Strongly Disagree	9	3.10%
Total	290	100%

Table 11 presents the responses of the respondents based on the perception that the system provides the precise information needed. The responses indicates that the majority of the respondents are

neutral to this perception as majority 128(44.14%) of them indicated undecided, followed by 76(26.21%) whom indicated that they agree to this perception and 56(19.31%) indicated that they strongly agreed to the perception. While only 21(7.24%) and 9(3.10%) indicated that they Disagree and strongly disagree respectively. The findings shows that almost half of the respondents stands neutral to the perception which can be attributed to their inexperience of OPAC use. While a significant proportion of the respondents indicates that they agree to this perception which is indicative of their usage and satisfaction with the information provided by the system.

OPAC is slow in searching and retrieving information resources

Table 12: OPAC is slow in searching and retrieving information resources

Responses	Frequency	Percentage
Strongly Agree	14	4.83%
Agree	22	7.59%
Undecided	146	50.34%
Disagree	78	26.90%
Strongly Disagree	30	10.34%
Total	290	100%

Table 12 presents the responses of the respondents based on the perception that OPAC is slow in searching and retrieving information resources. It is observed that more than half of the respondents 146(50.34%) indicated that they are undecided on this perception, whom were followed by 78(26.90%) whom indicated that they disagree with this perception, where 30(10.34%) indicated that they strongly disagree with the perception. While 22(7.59%) and 14(4.83%) indicated that they agree and strongly agree respectively. This findings indicates that more than half of the respondents stand neutral to this perception, while a significant number of them disagree with this perception and just a few of them agreed.

Use of Online Public Access Catalogue (OPAC)

The respondents were asked questions concerning the use of OPAC and related aspects. Their responses are as follows;

Do you access OPAC?

Table 13: Access to OPAC

Responses	Frequency	Percentage
YES	80	27.59%
NO	210	72.41%
Total	290	100%

Table 13 presents the responses of the respondents on access to OPAC. Majority of the respondents 210(72.41%) indicated that they don't access OPAC, while 80(27.59%) indicated that yes, they do access OPAC. This findings point to the fact that majority of the respondents don't access OPAC.

What do you use to access OPAC?

The respondents who indicated they access OPAC 80(100%) were asked to identify the gadget, which they use to access OPAC, and their response are as follows;

Table 14: Gadgets used to access OPAC.

Responses	Frequency	Percentage
Computer terminals	80	100%
Personal Computers	0	0%
Smart phones	0	0%
Total	80	100%

Table 14 presents the responses of the respondents on the type of gadgets they use to access OPAC. All the respondents 80(100%) indicated that they use the Computer terminals provided in the library to access OPAC. This is because the OPAC has not been made available on the internet.

How frequent do you use OPAC?

Respondents were asked questions on the frequencies at which they use OPAC and their responses are presented below

Table 15: Frequency of using OPAC

Responses	Frequency	Percentage
Daily	0	0%
Twice in a week	0	0%

Weekly	0	0%
Fortnightly	0	0%
Monthly	17	21.25%
Occasionally	63	78.75%
Total	80	100%

Table 4.21 presents the responses of the respondents on the frequency at which they use OPAC. Majority of the respondents 63(78.75%) indicated that they use OPAC occasionally, while 17(21.25%) indicated that they use OPAC monthly. This finding indicates that there is a low frequency of usage of OPAC in Bayero University, Kano.

Conclusion

The library users of Bayero University Kano, Library based on the findings of this study are not fully aware of the availability of OPAC in their University' library which transcends to under use of this important and efficient easy to use retrieval tool. This lack of usage is what breeds their neutrality on perceptions towards OPAC and its services. Therefore, it was concluded that there is poor awareness of OPAC in Bayero University, Kano and the level of usage of the service is also poor rendering the goal of providing the service (OPAC) inefficient, because every service provided is meant for use and in cases where this services are not used, then the purpose of its provision has been defeated. Also, it is hoped that the recommendations provided by this study will be looked into and be considered for implementation in order to maximally benefit from this research work and to increase the usage of OPAC in Bayero University, Kano, library.

5.4 Recommendations

Based on the findings of the study and conclusions drawn, the following recommendations were made:

1. On the awareness of the availability of OPAC in Bayero University, Kano, Library. There is a need to create more awareness to the university community through various means such as; university bulletin, departmental and faculties' notice boards, introduction of library bulletin and university websites.
2. There is also a need for the University in collaboration with the library to introduce Orientation programs for the library users, in order to introduce them to the basic

information they need to know on the use of the library. In this kind of orientation, OPAC can be introduced to them and be shown how to use it.

3. The ICT skills of the library staff on the use and operations of OPAC need to be developed through organizing as well as attending academic gatherings such as seminars, conferences, and workshops on ICTs and use of OPACs.

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