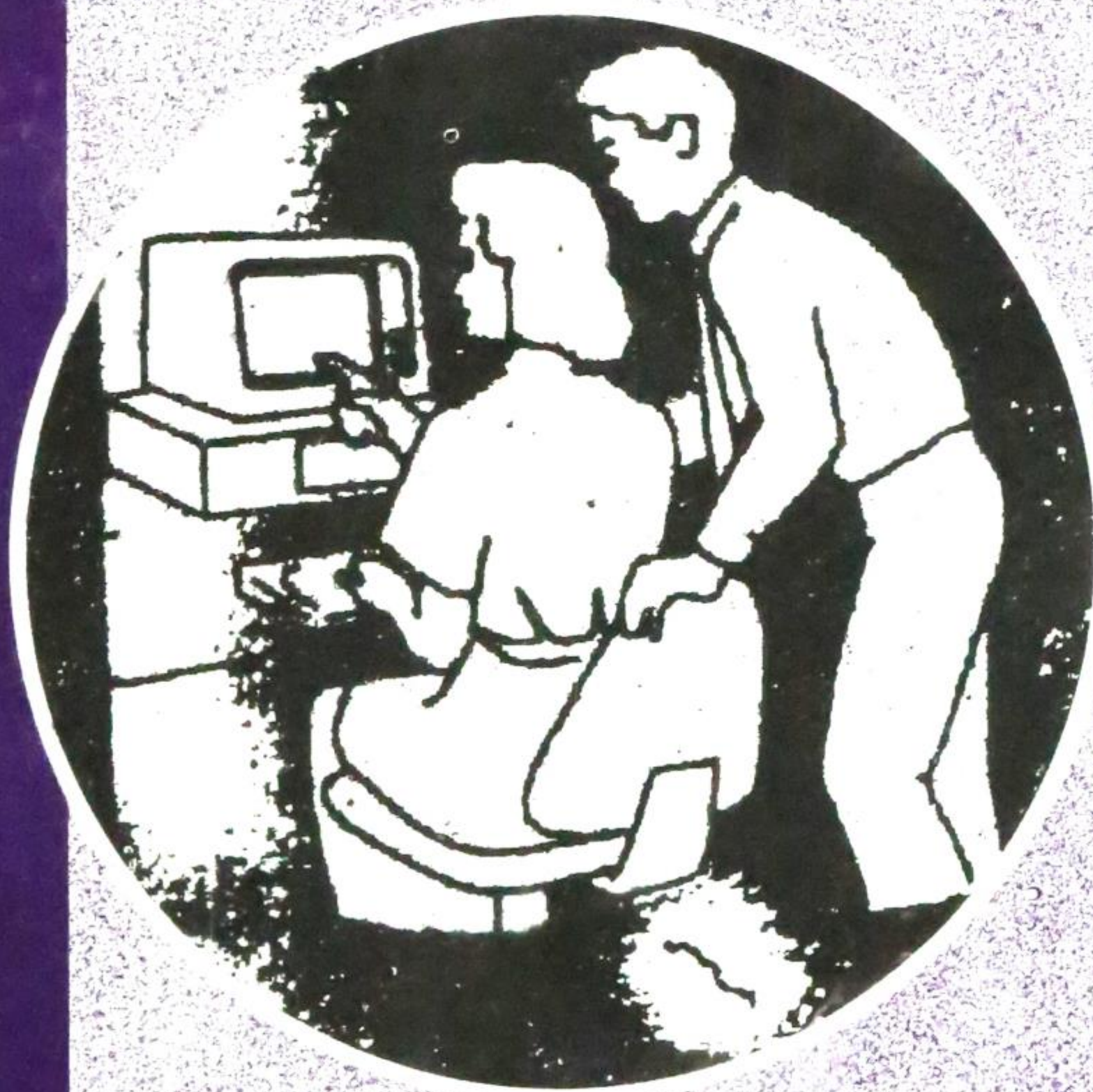


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USERS' AWARENESS AND SATISFACTION OF OPAC UTILIZATION AMONG UNDERGRADUATES IN KWARA STATE

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Abstract

This study investigated the Users' Awareness and Satisfaction of Online Public Access Catalogue (OPAC) among undergraduates in Kwara State, Nigeria. Five research questions were raised while two research null hypotheses were postulated for the study. Descriptive survey design was adopted for the study. The sample for the study consisted all undergraduates in University of Ilorin and Kwara State University. A self-designed questionnaire tagged "Questionnaire on Users' Awareness and Satisfaction of OPAC Utilization among Undergraduate" was used to collect data. A total of 504 copies of questionnaire were administered to the respondents out of which 489 were retrieved. Data collected were analyzed using percentages, t-test and Pearson product moment correlation. Majority of the respondents were aware of OPAC usefulness and were also satisfied with the benefit derived from using OPAC. Majority of the respondents used OPAC on daily basis to locate books in the library and to check whether the required books are available or not. Furthermore, the study showed that the epileptic power supply, lack of proper guidance to use OPAC, lack of skills to use OPAC independently and unwillingness of library staff to help among others are the major challenges associated with the use of OPAC. The result further revealed a significant difference in the use of OPAC between undergraduate students in University of Ilorin and Kwara State University. There was equally a significant relationship between the level of awareness and use of OPAC among the undergraduates in University of Ilorin and Kwara State University. It was thus recommended that library management should purchase stand-by generator to cater for epileptic power supply; adequate assistance should be provided to students to ensure easy access to OPAC.

Key Words: ICT, OPAC Utilization, undergraduates in Kwara State, Satisfaction and Awareness.

Introduction

In this 21st century with the advent of Information and Communication Technologies, the application of ICTs to libraries and other information centers have brought tremendous changes to the way library acquires, stores, organizes and disseminates the information resources to library users. One of the areas in which ICT has affected the library is the use of Online Public Access Catalogue (OPAC). Shivakumaraswamy and Narendra (2016) defined OPAC as a database of bibliographic records describing the holdings of a library. The researchers explained further that this technology allows users to search a document by authors, titles, subject and keywords from a terminal and also allows printing, downloading or exporting records via different electronics means. The OPAC offers numerous benefits to both the library and information users. For example, it provides users with a means of searching and accessing information, and users can see the collections and issue status of each document of the library. Additionally, users can reserve and renew a document of their interest when needed. In the same vein, multiple users can query the database simultaneously, unlike the traditional card catalogue. On the other hand, library staff could

also store bibliographic records in a database and can quickly retrieve it for display on computer terminals. Above all, the development of OPAC has made it easy to both the users and library professionals to locate and access library resources without wasting time and energy (Shivakumaraswamy & Narendra 2016).

However, it is quite unfortunate that many users are not aware of the importance of the OPAC and those that are aware seem not satisfied because of the difficulty in operating it (Klein 2003). In spite of the huge amount of resources spent on this by the library management, it is therefore pertinent to examine the level of awareness of users about this technology and the extent to which users are satisfied with it in the library. This study thus set at investigating the users' awareness and satisfaction with OPAC utilization among undergraduate in Kwara State, Nigeria.

Statement of the problem

The introduction of Information and Communication Technology (ICT) to the library has changed the way library catalogues are being accessed and used by library users. This is because many catalogues are now available and can be accessed online by the general public via the links on the library home page (Larson, 2018). Previous studies have shown that the use of OPAC by undergraduates to access and retrieve information resources proves problematic and results are not always satisfactory. However, none of the previous studies on OPAC has been done on the users' awareness and satisfaction of OPAC utilization among undergraduates in Kwara State, Nigeria, this study thus aimed at bridging the gap left by earlier researchers by investigating the users' awareness and satisfaction of OPAC among the undergraduates in Kwara State, Nigeria.

Objectives of the Study

The general objective of this study was to investigate the users' awareness and satisfaction of OPAC utilization among the undergraduates. The study specifically aimed at:

1. ascertaining the level of awareness of undergraduates' usefulness of OPAC;
2. examining undergraduates' level of OPAC satisfaction;
3. assessing the frequency use of OPAC among the undergraduates;
4. investigating purposes of using OPAC by undergraduates; and
5. identifying challenges associated with the use of OPAC among the undergraduates.

Research Questions

The following research questions were raised to guide the study:

1. what is the level of undergraduate students' awareness about the usefulness of OPAC?
2. what is the level of satisfaction of undergraduate students with the benefit derived from using OPAC?
3. what is the frequency of use of OPAC among the undergraduate students?
4. what is the purpose of using OPAC by undergraduate students?
5. what are the challenges associated with the use of OPAC among the undergraduate students?

Hypotheses

The following null hypotheses were formulated and tested in the study:

- H_{01} There is no significant difference in the use of OPAC by undergraduates in University of Ilorin and Kwara State University.
- H_{02} There is no significant relationship between the level of awareness of the use of OPAC between undergraduate students in University of Ilorin and Kwara State University.

Scope of the Study

This study focused on users' awareness and satisfaction of OPAC utilization among undergraduates. The study was limited to University of Ilorin and Kwara State University only. Two hundred and three respondents (undergraduates) were randomly selected from University of Ilorin and Kwara State University. Only questionnaire was as instrument for data collection.

Review of related literature

Due to the fact that studies on the users' awareness and satisfaction of OPAC utilization were inadequate, this study therefore reviewed literature on awareness, satisfaction, frequency of use, purpose of use, and challenges associated with OPAC utilization. For example, Larson (2018) investigated the use of OPAC by undergraduates at the Osagyefo Library in the University of Education, Winneba. Descriptive survey design was adopted for the study with five research questions. All undergraduates registered users of the library were used as samples for the study. The finding of the study showed that a significant number of users were aware of, and frequently patronized OPAC. The respondents chiefly used OPAC for bibliographic records but unaware of its other functions. The results further indicated that users were satisfied with their search results from OPAC services. However, according to the results, the users were confronted with challenges of inadequate number of computers; slow internet connectivity; and lack of search skills among others.

In another study carried out by Gohain and Saikia (2013) on the use and user satisfaction among students of Engineering in Tezpur University. The results revealed that 51.03% used the OPAC daily, 23.85% used it 2-3 times a week while 18.20% used it occasionally. Very few 6.92% respondents indicated that they do not use it.

Shivakumaraswamy and Narendra (2016) conducted a study on the use and user satisfaction of OPAC services at B G S Institute of Technology. This study investigated the frequency, purpose of use and problems faced while using OPAC. The study also investigated the user's awareness about the benefit of OPAC service. The results revealed that 36 (27.69%) respondents used OPAC to locate the books in the library. Lack of skills to use OPAC independently, lack of awareness about OPAC and lack of proper guidance to use OPAC were the major problem faced by the users while using OPAC. The findings further revealed that the satisfaction level of engineering students of school of engineering were quite encouraging and they were very much satisfied with the performance and quality of OPAC service.

Islam and Ahmed (2011) investigated Dhaka University students' perceptions of ease-of-use and their satisfaction with University Library's online public access catalogue (DUL OPAC). The results revealed that students were overwhelmingly satisfied with the DUL OPAC. However, there were some differences in students' perceptions of and satisfaction with the university OPAC, a formal task-based usability testing and adopting a user-centered design can ensure the usability of the OPAC in the future. In another study carried out by Lakshmi, Chinnsamy, Balasubramanian, Muthuraj (2012); and Veena, Mallaiah, Pushpalatha (2015), a high patronage of OPAC among users in the libraries was reported. The study reported that a high number of respondents used OPAC daily for information purposes.

Furthermore, a study carried out by Mulla and Chandrashekara (2009) showed a significant number of users; 90.29% used the OPAC primarily to know the location while 73.63% used it to find the availability of required documents. Similarly, Thanuskodi (2012) reported that majority of users 78.36% used the OPAC primarily to know the location of document while 74.03% used it to find the availability of required documents. Contrarily, Onuoha, Umahi, Bamidele (2013) made a useful study of OPAC's use in Federal University of Agriculture, Abeokuta and Redeemers University in Nigeria. The study reported that 75.38% of the students in Redeemer did not use OPAC; only 16.92% used it to a moderate extent even though they were aware of the OPAC service. The study found similar results in Federal University of Agriculture, Abeokuta where only 26.5% confirmed using the OPAC while 49.55% also affirmed that they do not use it at all. In a recent study carried out by Asokan and Dhanavandan (2015) on awareness and effective use of online public access catalogue (OPAC) at the library of Aalim Muhammed Salegh College of Engineering in Chennai. The study examined the result from a questionnaire-based survey conducted at the central library. Nearly 200 questionnaires were distributed to the staff and students, out of which 172 filled questionnaires (86.0%) were received. The results of the study revealed that a significant number of users searched information on the library material through OPAC. Inadequate systems were found to be the major reason for not utilizing OPAC. Adigun, Salvado and Abdulazeez (2011) assessed the computerized catalogue and its utilization in university libraries in Lagos state. Survey research method was employed for the study. The population for the study was drawn from University of Lagos and the Lagos state University. It was found out that the computerized catalogue was an important service for library system, because it helped the users in their information seeking. Some problems faced with computerized catalogues include shortage of terminals, improper working OPAC modules and lack of proper orientation.

Methodology

This study adopted descriptive survey design. The target population consisted all the undergraduates in University of Ilorin and Kwara State University. According to the academic planning unit 2017/2018 academic report, the total number of undergraduates in University of Ilorin and Kwara State University was 40,672 and 6,932 respectively, and out of which the sample size of 269 and 235 were randomly selected respectively. The selection of this sample size is determined by Israel (2003) sample model. A questionnaire tagged "Questionnaire on Users' Awareness and Satisfaction of OPAC Utilization among

Undergraduates was used to illicit responses from the respondents. The questionnaire was divided into six sections (A to F). Both the content and construct validity of the instrument were established. The reliability co-efficient of 0.76 was achieved following the use of Cronbach alpha technique. However, it is imperative to state that five hundred and four (504) questionnaire forms were distributed but four hundred and eighty-nine (489) representing 97.02% were returned. Statistical analysis was therefore done on 489 questionnaire forms. Data collected were analyzed using percentages, t-test and Pearson Product Moment Correlation at 0.05 level of significance.

Results

Bio-data of the respondents

Table1: Bio-data of the respondents

Bio-data	Frequency	Percent
Institution		
University of Ilorin	263	53.8
Kwara State University	226	46.2
Total	489	100.0
Gender		
Male	255	52.1
Female	234	47.9
Total	489	100.0
Age		
15-20	160	32.7
21-25	190	38.9
26-30	109	22.3
31-35	30	6.1
Total	489	100.0
Level of Study		
100	108	22.1
200	97	19.8
300	187	38.2
400	79	16.2
500	18	3.7
Total	489	100.0

Table 1 revealed the bio-data of the respondents. The results showed that out of 489 respondents, 263 (53.8%) are from University of Ilorin while 226 (46.2%) are from Kwara State University. This shows that majority of respondents were from University of Ilorin. In the same vein, the results revealed that 255 (52.1%) were male while 234 (47.9%) were female. This shows that majority of the respondents were male. Base on the age distribution

of the respondents, the results shows that majority of the respondents fall between the ages of 21-25 representing (38.9%) while the least respondents fall between the ages of 31-35 (6.1%). Also, the distribution from the table showed that majority of the respondents were in 300 level representing 187 (38.2%) while least respondents were in 500 level representing 18 (3.7%).

Research question 1: What is the level of awareness of undergraduate students about the usefulness of OPAC?

Table 2: Level of Awareness of undergraduates on the Usefulness of OPAC

S/N	Items	HA	A	LA	NA
1	Easy to locate document by author, title or by subject	147 (30.1%)	245 (50.1%)	97 (19.8%)	-
2	Easy to renew a book without visiting library	220 (45.0%)	171 (35.0%)	74 (15.1%)	24 (4.9%)
3	Easy to reserve book if it is issued by someone else	148 (30.3%)	195 (39.9%)	122 (24.9%)	24 (4.9%)
4	Easy to search different categories of documents such as book, dissertation, journal etc.	149 (30.5%)	148 (30.3%)	120 (24.5%)	72 (14.7%)
5	It assist in the choice of a book	149 (30.5%)	123 (25.2%)	121 (24.7%)	96 (19.6%)

Note: HA+A=Aware while LA+NA=Not Aware

The result in Table 2 revealed the level of awareness of undergraduates' usefulness of OPAC. The results showed that out of 489 respondents, 392 (80.2%) aware that OPAC was useful in locating document easily either by author, title or by subject while 97 (19.8%) were not aware about this. In the same vein, the results indicated that 391 (80.0%) aware that OPAC is useful to renew a book without visiting the library while 98 (20.0%) were not aware about this usefulness. Furthermore, the results confirmed that 343 (70.2%) aware that OPAC was used to reserve book if it is issued by someone else while 146 (29.8%) were not aware about this. Also, the results revealed that 297 (60.8%) aware that OPAC is use to search for different categories of documents such as book, dissertation, journals among others while 197 (39.2%) were not aware about this usefulness. The result shows that 272 (55.7%) aware that OPAC assist in the choice of a book while 217 (44.3%) were not aware about this usefulness. In summary, it could be noted that majority of the respondents were aware about the usefulness of OPAC.

Research question 2: What is the level of satisfaction of undergraduate with the benefit derived from using OPAC?

Table 3: Level of Satisfaction of Undergraduate Students with the benefit derived from using OPAC

S/N	When using OPAC to:	VS	S	DS	VDS
1	locate document by author, title or by subject	148 (30.3%)	196 (40.1%)	96 (19.6%)	49 (10.0%)
2	renew a book without visiting library	197 (40.3%)	171 (35.0%)	73 (14.9%)	48 (9.8%)
3	reserve book if it is issued by someone else	171 (35.0%)	244 (49.9%)	74 (15.1%)	-
4	search different categories of documents such as book, dissertation, journal etc.	197 (40.3%)	169 (34.6%)	50 (10.2%)	73 (14.9%)
5	assist in the choice of a book	196 (40.1%)	121 (24.7%)	99 (20.2%)	73 (14.9%)

Note: VS+S=Satisfied while DS+VDS=Dissatisfied

The results in Table 3 showed the level of satisfaction of undergraduates with the benefit derived from using OPAC. The results revealed that out of 489 respondents, 415 (84.9%) satisfied when using OPAC to reserve book if it was issued by someone else while 74 (15.1%) were dissatisfied with this. Similarly, 368 (75.3%) satisfied when they were using OPAC to renew a book without visiting library while 121 (24.7%) were dissatisfied with this statement. Also, the results showed that 366 (74.9%) satisfied with the OPAC while using it to search for different categories of documents such as book, dissertation, journal among others while 123 (25.1%) were dissatisfied with this statement. Furthermore, the results indicated that 344 (70.4%) satisfied when using OPAC to locate document either by author, title or by subject while 145 (29.6%) were dissatisfied with this. The results showed that 317 (64.8%) satisfied with the use of OPAC in the choice of a book while 172 (35.1%) were dissatisfied with this statement. In summary, majority of the respondents were satisfied with the benefits derived from using OPAC.

Research question 3: What is the frequency of use of OPAC among the undergraduates?

Table 4: Frequency of use of OPAC by Undergraduate Students

Frequency of use of OPAC	Frequency	Percentage
Daily	147	30.1
Once in two days	123	25.2
Once in a week	24	4.9
Twice in a week	99	20.2
Once in a month	72	14.7
Never	24	4.9
Total	489	100.0

The results in Table 4 revealed the frequency of use of OPAC among the undergraduates. The results show that out of 489 respondents, 147 (30.1%) use OPAC daily while 123 (25.2%) use OPAC once in two days. Furthermore, the results also showed that 99 (20.2%) use OPAC twice in a week while 72 (14.7%) use OPAC once in a month. The result shows that 24 (4.9%) use it once in a week, while 24 (4.9%) never use it. This shows that majority of the respondents use OPAC daily.

Research question 4: What is the purpose of using OPAC by undergraduates?

Table 5: Purpose of Using OPAC among the Undergraduates

S/N	I used OPAC to:	Yes	No
1	Locate the book in the library	471 (96.3%)	18 (3.7%)
2	Find non-print materials in the library	55 (11.2%)	434 (88.8%)
3	Check whether the required book is available or not	412 (84.3%)	77 (15.7%)
4	Reserve the book which is borrowed by someone	289 (59.1%)	200 (40.9%)
5	Compile bibliography of books on a particular subject	181 (37.0%)	308 (63.0%)
6	Check the number of copies in library stock	122 (24.9%)	367 (75.1%)

The results in Table 5 show the purpose of using OPAC among the undergraduates. It can be inferred from the results that out of 489 respondents, 471 (96.3%) use OPAC to locate the book in the library while 18 (3.7%) disagreed. Furthermore, the results show that 412 (84.3%) use OPAC to check whether the required book is available or not while 77 (15.7%) disagreed. In the same vein, the results revealed that 289 (59.1%) use OPAC to reserve the book which was borrowed by someone while 200 (40.9%) disagreed with this statement. In summary, it could be deduced that majority of the respondents use OPAC to locate the book in the library; to check whether the required book was available or not, and to reserve the book which was borrowed by someone.

Research Question 5: What are the challenges associated with the use of OPAC among the undergraduates?

Table 6: Challenges associated with the use of OPAC among the Undergraduates

S/N	Items	Yes	No
1	Lack of skills to use OPAC independently	292 (59.7%)	197 (40.3%)
2	Lack of awareness about the usefulness of OPAC	155 (31.7%)	334 (68.3%)
3	Lack of proper guidance to use OPAC	312 (63.8%)	177 (36.2%)
4	Some books are not in proper place as indicated in the OPAC	44 (9.0%)	445 (91.0%)
5	Library staff are not willing to help	292 (59.7%)	197 (40.3%)
6	Epileptic power supply	389 (79.6%)	100 (20.4%)

Result in Table 6 showed challenges associated with the use of OPAC among the undergraduates. The results revealed that out of 489 respondents, 389 (79.6%) claimed that

epileptic power supply was one of the challenges encountered while using OPAC while 100 (20.4%) disagreed. In the same vein, the results show that 312 (63.8%) stated that lack of proper guidance to use OPAC was another challenges encountered while using OPAC while 177 (36.2%) disagree with this statement. Furthermore, the result show that 292 (59.7%) claimed that lack of skills to use OPAC independently and unwillingness of library staff to help were another challenges encountered while using OPAC while 197 (40.3%) disagreed. In summary, epileptic power supply, lack of proper guidance to use OPAC, lack of skills to use OPAC independently and unwillingness of library staff to help were the major challenges associated with the use of OPAC.

Testing of Hypotheses

H₀₁ There is no significant difference in the use of OPAC by the undergraduates in University of Ilorin and Kwara State University.

Table 7: Institution difference on the Use of OPAC among the Undergraduate students

Variable	N	Mean	SD	t-cal	df	p
University of Ilorin	263	29.56	4.58	138.17	487	.000**
Kwara State University	226	26.13	3.67			

Result in Table 7 revealed differences in the use OPAC between the undergraduates in University of Ilorin and Kwara State University. The results in the table revealed that there was a significant difference in the use of OPAC between the undergraduate students in University of Ilorin and Kwara State University. This was because the t-value which was 138.172 and the associated p-value of 0.000 was less than the level of significant 0.05. Furthermore, the mean score of undergraduate students in University of Ilorin found to be significantly higher than the mean score of undergraduate students in Kwara State University, meaning the mean score of undergraduate students in University of Ilorin was greater than the mean score of undergraduate students in Kwara State University. Hence, the null hypothesis was rejected. Therefore, the study in turn established that there was a significant difference in the use of OPAC between undergraduates in University of Ilorin and Kwara State University.

H₀₂ There is no significant relationship between the level of awareness of the use of OPAC between undergraduates in University of Ilorin and Kwara State University.

Table 8: Level of Awareness and Use of OPAC among the Undergraduate Students

Variables	Mean	SD	N	df	r-cal	p-value	Remark
Level of awareness	24.838	3.804	489	487	0.037	.000*	Sig.
Use of OPAC	25.625	2.828					

Source: Field Survey (2018) * Correlation is significant at the 0.05 level (2-tailed)

Table 8 gives the summary of the test of the hypothesis which therefore revealed that there was a significant relationship between level of awareness and use of OPAC. The correlation coefficient (r) is $= 0.037$; $df = 487$ and $p = 0.000$ was less than the level of significant (0.05). This implies that there was a significant relationship between the level of awareness and use of OPAC. Hence, the null hypothesis is rejected. This in turn means that the extent to which undergraduates use OPAC has to do with high level of awareness about the usefulness of OPAC.

Discussion of findings

The rapid growth of Information and Communication Technology (ICT) has brought tremendous changes in the field of library and information science. One of the changes brought was Online Public Access Catalogue (OPAC) which is an essential information retrieval tool of libraries and information centers. In this present era, it was considered as an access to library resources which every library user must be aware of and use in order to meet their information need. Based on the finding of the study, the study found that majority of the respondents were aware of the usefulness of OPAC. This finding corroborates the work of Larson (2018) who found that a significant number of users were aware of OPAC and patronize it frequently. Furthermore, the study found that majority of the respondents were satisfied with the benefits derived from using OPAC. The finding is in line with Shivakumaraswamy and Narendra (2016) who found that B G S institute of Technology students were satisfied with the use of OPAC. In this same vein, the study found that majority of the respondents use OPAC on daily basis in order to locate the information resources in the library. This result is in agreement with work of Gohain and Saikia (2013) and Veena, Mallaiah, Pushpalatha (2015) who found that students of Engineering in Tezpur University use OPAC every day. Consequently, the study found that the majority of the respondents use OPAC to locate the book in the library and to check whether the required book is available or not, and to reserve the book which is borrowed by someone. This finding support the findings of Mulla and Chandrashekara (2009); Asokan and Dhanavandan (2015); and Shivakumaraswamy and Narendra (2016) who reported that undergraduates mainly use OPAC to locate information materials in the library.

In the same vein, the result revealed that epileptic power supply, lack of proper guidance to use OPAC, lack of skills to use OPAC independently and unwillingness of library staff to help were the major challenges associated with the use of OPAC. These findings were in conjunction with Shivakumaraswamy and Narendra (2016) who found that lack of proper guidance to use OPAC and lack of skills to use OPAC independently were the major challenges associated with the use of OPAC among the undergraduate. However, the study contradicted the work of Larson (2018) who found that inadequate number of computers, slow internet connectivity, and lack of search skills were the challenges associated with the use of OPAC. Based on the tested hypotheses. The study found that the mean score of undergraduates in University of Ilorin was higher than that of undergraduates in Kwara State

University. Therefore, the study rejected the null hypothesis while the second null hypothesis was upheld. This implies that there is a significant relationship between the level of awareness and use of OPAC. The study, therefore, established that there was a significant relationship between the level of awareness and use of OPAC between the undergraduate students in University of Ilorin and Kwara State University.

Conclusions and Recommendations

Based on the findings of the study, the study concludes that undergraduates in University of Ilorin and Kwara State University were aware of the usefulness of OPAC and were also satisfied with the benefit derived from it. The study also concludes that undergraduates in University of Ilorin and Kwara State University used OPAC on daily basis while they use OPAC to locate the book in the library and to check whether the required book is available or not. Furthermore, the study concludes that epileptic power supply, lack of proper guidance to use OPAC, lack of skills to use OPAC independently and unwillingness of library staff to help are the major challenges associated with the use of OPAC by the undergraduates in University of Ilorin and Kwara State University. On the other hand, the study also concludes that there was a significant difference in the use of OPAC between undergraduate in University of Ilorin and Kwara State University; and also there was a significant relationship between the level of awareness and use of OPAC among the undergraduate students in University of Ilorin and Kwara State University. From the findings of this study, the following recommendations were made;

- i. Library management should purchase stand-by generator which will address the issue of epileptic power supply.
- ii. Library staff should provide adequate assistance to students whenever they encounter difficulty while using OPAC.
- iii. Library should provide manuals which will guide library users on how to use OPAC in order to provide solution to the inability to use OPAC independently.

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