



Adoption of Online Public Access Catalogue (OPAC) for Information Retrieval in Library Service Delivery in Kaduna State College of Education Library

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ABSTRACT

This study examined the adoption of online public access catalogue (OPAC) for information retrieval in library service delivery in Kaduna state college of education library using a descriptive survey research design and the technique adopted for the study was total enumeration sampling technique from a population of twenty-five (25) library staff as the sample size and eighteen (18) research questions was fully completed and returned which constitute 72% return rate. Questionnaire was used as the instrument for data collection, descriptive statistics of frequency counts and percentages was used for analysis with the aid of Statistical Packages for Social Sciences (SPSS 23.0). The result of the findings revealed that the benefits of adopting OPAC usage in retrieving information in the library under study is strongly agreed and the benefits of adopting OPAC usage will help to get accurate reports to track Ins-and-Outs of library resources, facilitate better productivity and proper management of books & automates and foster library management system operations efficient and faster. The study indicated that Power outage problem is the major challenges hindering the adoption of OPAC for effective retrieval of information resources & absence of internet connectivity. Hence, this recommended that effort should be put in place to ensure the adoption of OPAC usage for timely and affective retrieval of information, provision of an alternative power supply, college and library management should work in harmony to reap the long overdue benefits of using OPAC for information retrieval in library service delivery.

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INTRODUCTION

Colleges of education libraries as part of higher institution of learning where different form of services are rendered by librarians to teachers, students and community users to meet the core mandate of the libraries. As technology keep evolving library as an institution to serve its users is not an exception of imbibing these technological trends especially in this information

communication technological age. Online Public Access Catalogue (OPAC) has revolutionized the traditional accessibility to resources of libraries in general and academic libraries in particular. It is an interface of information retrieval system which assists information searchers to access resources of libraries using several access points (Fabunmi & Asubiojo, 2013).

Online public access catalogue (OPAC) may be defined as a database of bibliographic records describing the holdings of a library. It allows users to search a document by authors, titles, subject and keywords from a terminal and also allows printing, downloading or exporting of records via different electronic means (Gohain & Siakia, 2013). Information retrieval is concerned with the exploitation and extraction of information and other contents of documents from different information sources (Akanwa & Udo-Anyanwu, 2017).

Information Retrieval (IR) is the process, methods, and procedures used to selectively recall recorded information from a file of data. In libraries and archives, searches are typically for a known item or for information on a specific subject, and the file is usually a human-readable catalog or index, or a computer-based information storage and retrieval system, such as an online catalog or bibliographic database. In designing such systems, balance must be attained between speed, accuracy, cost, convenience, and effectiveness (Reitz, 2004).

Information Retrieval refers to the process, methods, and procedures of searching, locating, and retrieving recorded data and information from a file or database. In libraries and archives modern information retrieval is done by searching full-text databases, locating items from bibliographic databases, and document supply via a network.

Information retrieval (IR) is the activity of obtaining information system resources that are relevant to an information need from a collection of those resources. Searches can be based on full-text or other content-based indexing. Information retrieval is the science of searching for information in a document, searching for documents themselves, and also searching for the metadata that describes data, and for databases of texts, images or sounds. (Wikipedia 2020).

Information retrieval tools according to Edom (2012) are the simple mechanisms or apparatuses that aid the library user to locate, retrieve and use the needed documents from the library or information from a book or document. He further outlined the tools to include; bibliographies, indexes and abstracts, catalogues, computer filing

or websites, subject index, title index, directories, OPAC, CD-ROMS, online databases, internet search engines, etc. Presently, there are various tools at students' disposal to aid them in accessing the information they need.

Onuoha, Anyanwu, Ossai-Onah, & Amaechi (2015) argued that if we must innovate and create avenues for successful change that will culminate in efficient library service delivery, we must embrace information and communications technology. The era of confining ourselves to ancient forms of librarianship are gone, if there must be a shift in services offered, there must first be a shift in our professional mind-set.

Objectives of the study

The following are the specific objectives of the study to:

1. Ascertain the benefits of adopting OPAC use in retrieving information for service delivery in KSCOE library.
2. Examine how the adoption of OPAC will facilitate information retrieval for service delivery by library users of KSCOE library.
3. Identify the access point or search strategy that can be adopted to enhance the use of OPAC for effective retrieval of information resources for service delivery by KSCOE library.
4. Find out the challenges hindering the adoption or use of OPAC for effective retrieval of information resources for service delivery in KSCOE library.

Research Questions

The following research question guided this study:

1. What are the benefits of adopting OPAC usage in retrieving information for service delivery in KSCOE library?
2. How will adoption of OPAC facilitate information retrieval for service delivery by library users of KSCOE library?
3. What are the access points or search strategy that can be adopted to enhance the use of OPAC for effective retrieval of information resources for service delivery in KSCOE library?

4. What are the challenges hindering the adoption or use of OPAC for effective retrieval of information resources for service delivery in KSCOE library?

Statement of Problem

In this 21st century adoption of OPAC in most libraries has gone far in retrieving information for library service delivery. Anasi and Ali (2012) revealed that the absence of web-accessible OPACs has impeded service delivery in the field of librarianship in Nigeria. 'Non availability of library automation alongside the provision of Web OPAC resources in the libraries' were identified as part of the difficulty of providing library services to lecturers and students of Open University education in remote areas of Nigeria (Ofodu & Agim, 2017). In this vein, it was observed by the researcher that in A.W. Ambi library, Kaduna State College of Education Gidan Waya the adoption or use of Online Public Access Catalogue was not in place of which in this 21st century of digital age it is very essential to inculcate OPAC adoption or usage in library service delivery to users. That is why the researcher finds it necessary to delve on the benefits of adopting the use of OPAC in A.W. Ambi Library of Kaduna State College of Education, Gidan Waya.

LITERATURE REVIEW

Tofi et al (2021) investigated the perceived impact of OPAC on effective retrieval of information resources by postgraduate students in Benue State University, Makurdi. The study looked at the perceived impact of OPAC on effective retrieval of information resources, purpose of utilizing OPAC by postgraduate students, search strategies used by postgraduate students for effective retrieval of information resources, challenges as well as strategies to enhance the use of OPAC by postgraduate student for effective retrieval of resources. Five (5) objectives with corresponding research questions guided the study. The study adopted descriptive survey research design. The population of the study was made up of 38 postgraduate students who are registered with Benue State University Library. However, the census sampling was

adopted for the study due to the small nature of the population. The instrument for data collection was self-structured questionnaire titled "Perceived Impact of OPAC on Information Retrieval Questionnaire" (PIOPACIRQ) which was validated by experts and a reliability coefficient of 0.947 was obtained. Data was collected and analyzed using frequent count and means. Findings of the study revealed that, there is a high perceived impact of OPAC on effective retrieval of information resources by postgraduate students in Benue State University, Makurdi. Finding also revealed that, postgraduate students in Benue State University, Makurdi utilize OPAC for various purposes such as to know the available resources in the university library, to locate books by author, title and subject, assists in obtaining books from the university library, among others. Finding also revealed the search strategies used by postgraduate students for effective retrieval of information resources in Benue State University Makurdi to include by author, title, subject and edition. The study further revealed the challenges hindering the use of OPAC for effective retrieval of information resources in Benue State University, Makurdi to include: lack of skilled library professionals to assists students, lack of orientation from library staff, lack of time to retrieve the vast information, slow internet connectivity speed, among others. Findings finally revealed some key strategies to enhance the use of OPAC for effective retrieval of information resources by postgraduate students in Benue State University, Makurdi which include: employment of skilled/competent library staff, need to design user-friendly OPAC template, improvement of internet connectivity speed, and organizing user education program to orientate postgraduate students on the use of OPAC, among others.

In a study carried out by Sirajudeen, Mujidat and Mutiat (2020) focused on Adoption of Cloud Computing and OPAC Visibility in Nigerian University Library System, in their findings they observed OPAC visibility, implementation of the cloud system and challenges of its adoption are the variables that define the crust of the research. The study, compartmentalizing the Nigerian University libraries, adopted the quantitative methods employing the use of observation and

survey. A two-month long observation of the websites and OPAC of the studied universities was undertaken. The non-probability sampling - precisely purposive sampling - was deployed while the entire one hundred and sixty (160) Nigerian universities – as at 2018 – served as the sample size for the study. A questionnaire was designed to collect primary data on the availability of OPACs and adoption of cloud hosting in Nigerian university libraries. This was administered electronically via the email-boxes of virtual/systems librarians. Significant trends noticeable in the research findings include low visibility, in-house hosting of OPAC and indifference to the adoption of cloud computing with hosting (subscription) fee, downtime in internet connectivity and fear of vulnerability to hackers' attack being the significant challenges. It is recommended that stakeholders should leverage on the existing consortium (platform) facilitated by Nigerian Research and Education Network (NgREN) to benefit from the economy of scale in addition to collaboration with relevant global agencies. Furthermore, a synergy between the librarians and the ICT units should be strengthened for a better understanding of the technical challenges in order to provide appropriate solutions to them. Mujidat and Sirajudeen (2020) further explore on Evaluation of the Online Public Access Catalogue (OPAC) Utilization at Fountain University, Osogbo, Nigeria and Adeola Fountain University, Nigeria.

They corroborated that Online Public Access Catalogue gained traction in the developed world decades ago, while its adoption has gradually peaked in developing countries, Nigeria inclusive. Just four years ago, the facility was installed at Fountain University Nigeria. Literature over time has shown that the availability of OPAC does not necessarily translate to use, hence this paper seeks to evaluate the level of usage of OPAC by students of Fountain University to contribute to ongoing discussions on better appreciation, effective implementation as well as the productive application of OPAC in libraries. The study adopted quantitative methods using a survey. Total sampling was employed using the entire nine hundred and eighty-two students as the sample size to give equal representation to all

the departments and courses in the university, most importantly those that have few students. A questionnaire consisting of a set of close and open questions was designed as a research instrument to elicit data from the respondents. Five hundred and ninety (590) respondents returned the questionnaire which was further collated for further interpretation and analysis based on descriptive statistics, such as frequency counts and percentages. The findings show a general awareness of the existence of OPAC devoid of deep appreciation of its essence and operations among other challenges. There is therefore a pressing need to widen the scope of user education and orientation classes to include all the intricacies.

Rachael and Stanley (2019) in their paper titled the Use of Online Public Access Catalogue (OPAC) in Selected University Libraries in South- South Nigeria. The paper examines the use of OPAC in selected university libraries in south- south Nigeria. In actualizing this, four (4) research questions were formulated which are: How frequently do the users in university libraries in South-South Nigeria use OPAC? What are the purposes of use of OPAC? How frequently do the patrons search for various information resources through the OPAC? What are the challenges faced by library users with the use of OPAC? The study adopted the descriptive survey design. The population of the study is made up of 18,332 registered undergraduate library users and the sampling size of 920, which led to the distribution of 460 questionnaires to each of the University libraries. The findings from the study are as follows: Students' use of OPAC in university libraries in South-South Nigeria is low, the main purpose for using OPAC by the respondents are to locate documents, to know about a document without physically visiting the library, to find out if a document is available in the library, as well as to search and retrieve information. The frequency of use shows that a large chunk of the respondents rarely and never uses OPAC for searching for information resources in the library while a few respondents sometimes use OPAC to source materials in the library. From the findings the following challenges were identified: Poor/irregular power supply, lack

of OPAC knowledge and unfamiliarity with the OPAC system, Inadequate computer terminals, Navigational frustrations, OPAC is not user friendly enough, Lack of assistance from library staff and failed search or no records retrieved, Inability to use appropriate search terms, Complicated/Confusing to me, retrieve unmanageably large number of records and search requests/terms are too broad or too narrow. The study thus concluded by giving the following recommendations: Efforts should be geared towards inculcating on university students the knowledge and skills required to use OPAC, Universities should be equipped with the enabling infrastructure such as adequate power supply, effective Internet connectivity etc. that will encourage the use of OPAC and University libraries should formulate policies that would encourage mandatory use of OPACs.

RESULTS AND DISCUSSIONS

Table 1: Response on the benefits of adopting OPAC usage in retrieving information in KSCOE library

S/No.	Benefits of adopting OPAC usage	SA	A	D	SD	N/Total
1	It allows librarians to catalog different genres of books and maintain its database online	9	9	-	-	18
		50%	50%	-	-	100%
2	It is tech-savvy with basic computer knowledge	8	9	1	-	18
		44.4%	50%	5.6%	-	100%
3	It is beneficial to educators	8	8	1	1	18
		44.4%	44.4%	5.6%	5.6%	100%
4	It helps to get accurate reports to track Ins-and-Outs of library resources	11	7	-	-	18
		61.1%	38.9%	-	-	100%
5	It facilitate better productivity and proper management of books	11	7	-	-	18
		61.1%	38.9%	-	-	100%
6	It make easier to know the location of books and identify the number of copies left	8	9	1	-	18
		44.4%	50.0%	5.6%	-	100%
7	It make easy to have access directly to e-books at any point in time	9	8	1	-	18
		50%	44.4%	5.6%	-	100%
8	It automates and foster library management system operations efficient and faster	11	7	-	-	18
		61.1%	38.9%	-	-	100%

Source: Field Work, (2022) Strongly Agreed (SA), Agreed (A), Disagreed (D), Strongly Disagreed (SD).

The table above on the benefits of adopting OPAC usage in retrieving information in KSCOE library response rate show 11 (61.1%) strongly agreed that benefits of adopting OPAC usage will helps to get accurate reports to track

METHODOLOGY

The descriptive survey research design was adopted for the study and the population consisted of the entire library staff of A.W. Ambi Library of Kaduna State College of Education Gidan Waya. Most of the staff were directly involved in providing library services to the library users twenty-five (25) research questions were distributed and eighteen (18) were retrieved.

The technique adopted for the study was total enumeration sampling technique because the population is manageable by the researcher and data was collected and analyzed in a short period of time. The questionnaire was used as the instrument for data collection and analysis was done using descriptive statistics of frequency counts and percentages and it was done with the aid of software called Statistical Packages for Social Sciences (SPSS).

Ins-and-Outs of library resources, facilitate better productivity and proper management of books & automates and foster library management system operations efficient and faster. So also 9 (50%) strongly agreed it allows librarians to catalog

different genres of books & maintain its database online and make easy to have access directly to e-books at any point in time while 8 (44.4%) opinion are as follows: It is tech-savvy with basic computer knowledge, it is beneficial to educators and It make easier to know the location of books and identify the number of copies left. Similarly, 9 (50%), 9 (50%), 8 (44.4%), 7 (38.9%), 7 (38.9%), 9 (50.0%), 8 (44.4%), 7 (38.9%) the respondents all agreed on these opinions It allows librarians to catalog different genres of books and maintain its database online it is tech-savvy with basic computer knowledge, it is beneficial to educators, it helps to get accurate reports to track Ins-and-Outs of library resources, it facilitate better productivity and proper management of books, it make easier to know the location of books and identify the number of copies left, it make easy to

have access directly to e-books at any point in time, it automates and foster library management system operations efficient and faster respectively. However, 1 (5.6%) disagreed on the nation that it is not tech-savvy with basic computer knowledge, it is not beneficial to educators, it does not make easier to know the location of books and identify the number of copies left and it makes not easy to have access directly to e-books at any point in time while 1 (5.6%) strongly disagreed that it is beneficial to educators. The outcome of this finding is that benefits of adopting OPAC usage will helps to get accurate reports to track Ins-and-Outs of library resources, facilitate better productivity and proper management of books, automates and foster library management system operations efficient and faster.

Table 2: Response on adoption of OPAC facilitate information retrieval by library users of KSCOE library?

S/No.	Adoption of OPAC to facilitate information retrieval	SA	A	D	SD	Total
1	Library holdings is accessible even at closed hours	9 50.0%	4 22.2%	4 22.2%	1 5.6%	18 100%
2	It saves time in finding relevant information	10 55.6%	8 44.4%	- -	- -	18 100%
3	It is user friendly in nature	8 44.4%	7 38.9%	3 16.7%	- -	18 100%
4	Library materials are easily updated speedily	8 44.4%	8 44.4%	2 11.1%	- -	18 100%
5	It gives option for in-depth search by patrons	7 38.9%	10 55.6%	1 5.6%	- -	18 100%
6	It gives easy and remote access to vast library materials	8 44.4%	9 50.0%	- -	1 5.6%	18 100%

Source: Field Work, (2022) Strongly Agreed (SA), Agreed (A), Disagreed (D), Strongly Disagreed (SD).

This table shows that adoption of OPAC will facilitate information retrieval by library users of KSCOE library because majority of the respondents 9 (50.0%), 10 (55.6%), 8 (44.4%), 8 (44.4%), 7 (38.9%), and 8 (44.4%) strongly agreed with the assertions. However, 8(44.4%) of the respondents agreed adoption of OPAC saves time in finding relevant information and library materials are easily updated speedily likewise 4 (22.2%), 7 (38.9%), 10 (55.6%), 9 (50.0%). Moreover, 4 (22.2%), 3 (16.7%), 2 (11.1%), 1(5.6%) of the respondent disagreed on the opinion that library

holdings are accessible even at closed hours, it is not user friendly in nature, library materials are not easily updated speedily and it does not give option for in-depth search by patrons respectively while 1 (5.6%) strongly disagreed that Library holdings is accessible even at closed hours and it does not give easy and remote access to vast library materials. The implication of this revelation simply deduced that library holdings are accessible even at closed hours if OPAC is adopted in KSCOE library and saves time in finding relevant information.

Table 3: Response on the access points or search strategy that can be adopted to enhance the use of OPAC for effective retrieval of information resources in KSCOE library?

S/No.	Access points or search strategy that can be adopted	A	D	Total
1	Title	14 77.8%	4 22.2%	18 100%
2	Accession Number	11 61.1%	7 38.9%	18 100%
3	Author, Co-Author	13 72.2%	5 27.8%	18 100%
4	Subject	11 61.1%	7 38.9%	18 100%
5	Class Number	11 61.1%	7 38.9%	18 100%
6	ISBN Number	9 50.0%	9 50.0%	18 100%
7	Publisher	9 50.0%	9 50.0%	18 100%
8	Publication Year	9 50.0%	9 50.0%	18 100%
9	Publication Place	8 44.4%	10 55.6%	18 100%

Source: Field Work, (2022) Agreed (A), Disagreed (D).

The above table 3 shows that majority of the respondents agreed that access point when adopting OPAC for effective retrieval of information resources is as follows: Title 14 (77.8%), Author & Co-Author 13 (72.2%), Accession Number 11 (61.1%), Subject 11 (61.1%), Class Number 11 (61.1%), ISBN Number

9 (50.0%), Publisher 9 (50.0%), Publication Year 9 (50.0%), it should therefore be noted that the gap between access point Title & Author or Co-author by the response rate is relatively close and only few respondents agreed with Publication Place 8(44.4%) as an access point or search strategy.

Table 4: Response on the challenges hindering the adoption or use of OPAC for effective retrieval of information resources in KSCOE library

S/No.	Challenges hindering the adoption or use of OPAC	SA	A	D	SD	Total
1	Inadequate of computers in the library	7 38.9%	4 22.2%	4 22.2%	3 16.7%	18 100%
2	Power outage problem	13 72.2%	5 27.8%	-	-	18 100%
3	Inadequate of qualified skilled personnel	6 33.3%	6 33.3%	4 22.2%	2 11.1%	18 100%
4	Minimal support from the college management	10 55.6%	8 44.4%	-	-	18 100%
5	Unfamiliarity with OPAC system	6 33.3%	9 50.0%	1 5.6%	2 11.1%	18 100%
6	OPAC is not user friendly	3 16.7%	4 22.2%	3 16.6%	8 44.4%	18 100%
7	Absence of internet connectivity	8 44.4%	7 38.9%	1 5.6%	2 11.1%	18 100%

Source: Field Work, (2022) Strongly Agreed (SA), Agreed (A), Disagreed (D), Strongly Disagreed (SD).

Table 4 clearly shows 7 (38.9%) inadequate of computers in the library, 6 (33.3%) inadequate of qualified skilled personnel and unfamiliarity with OPAC system, 10 (55.6%) minimal support from the college management, 3 (16.7%) OPAC is not user friendly and 8 (44.4%) absence of internet connectivity while 13 (72.2%) of the respondents strongly agreed that Power outage problem is the major challenges hindering the adoption of OPAC for effective retrieval of information resources in KSCOE library. Also some respondents agreed with the above assertions respectively 4 (22.2%), 5 (27.8%), 6 (33.3%), 8 (44.4%), 9 (50.0%), 4 (22.2%), 7 (38.9%).

However, 4 (22.2%) inadequate of computers in the library and inadequate of qualified skilled personnel, 1 (5.6%) unfamiliarity with OPAC system and absence of internet connectivity, 3 (16.6%) OPAC is not user friendly disagreed. Furthermore, 3 (16.6%) inadequate of computers in the library, 8 (44.4%) OPAC is not user friendly, 2 (11.1%) inadequate of qualified skilled personnel, unfamiliarity with OPAC system and absence of internet connectivity strongly disagreed. Deriving from the above it simply connotes that power outage problem is the most impediment hindering the adoption of OPAC for effective retrieval of information resources in KSCOE library.

CONCLUSION

From the findings of this study conclusions can be drawn that Kaduna State College of Education Library has been left behind in terms of reaping the benefits of adopting the use of online public access catalogue especially in the area of delivering the core mandate of the library services which is information retrieval. In addition, power outage problem and absence of internet connectivity has been some of the challenges that is hindering OPAC adoption. For effective service delivery and information retrieval with OPAC the management of the institution must make available all what is necessary to the library for an efficient service delivery.

RECOMMENDATIONS

From the findings of this study and conclusion the following recommendations were made:

1. Effort should be put in place to ensure the adoption of OPAC usage for timely and effective retrieval of information for library service delivery in the library under study has become a necessity.
2. Provision of an alternative power supply for the library should be given a top priority (i.e. solar energy).
3. College and library management should work in harmony to reap the long overdue benefits of using OPAC for information retrieval in library service delivery.

Contribution to knowledge

From the findings of this study the following has contributed to the existing body of knowledge:

1. Adoption of online public access catalogue (OPAC) for information retrieval in library service delivery in libraries if applied will tremendously improve the quality of services delivered to the clientele or users.
2. Major impediment hindering the adoption of OPAC in some library is power outage problem.

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