Users Attitude towards the Use of Library Catalogue in two Selected University Libraries in South West Nigeria

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Abstract

Purpose: *The study investigated users' attitude towards the use of library catalogue in Kennet Dike library, University of Ibadan and Osun State University library, Osogbo.*

Design/Methodology/Approach: *The descriptive survey research design was adopted for this study. Four objectives were formulated to guide the study. The questionnaire was the major instruments used for generating data. Though, the researchers also interview some users and staff and personally observed the users attitudes towards the public catalogues .The complementary use of these other techniques enabled the researchers deepened their understanding of the situation they seek to investigate . The population of this research study consists of 5% of the registered undergraduate users of Kenneth Dike library, university of Ibadan and Osun state university library. The questionnaires were distributed to the students who made use of the library at the time of the research and they were encouraged to return it immediately. The completed and returned questionnaires were analyzed using simple descriptive statistics, percentage and frequency distribution. Out of 453 questionnaires distributed 421 were completed and returned by the respondents, while, 400 were found suitable for analysis. With return rate of 92.9.*

Findings: *Analysis of the findings showed that majority of users preferred going directly to the shelves to search for materials rather than going through the catalogue cabinet. The study also revealed that respondents viewed the catalogue as time wasting, as they felt it took them less time to find books directly on the shelves. The study further revealed that most of the students are yet to be conscious of the existence of the online public access catalogue, do not understand its operations and infrequently use the service despite the huge investment of resources.*

Implication: *suggested that Practical oriented users' education Programme on the use of catalogue for information retrieval for students, twice a semester*

Originality/Value: *It was recommended that Guidelines on how to use catalogue should be prepared and display in strategic place where user can see it for direction and wide publicity of workings of library catalogue was also recommended.*

Keywords: *Academic libraries; Attitudes; Library Catalogues; Information Retrieval of Students; Library services; South-western Nigeria*

Paper type: *Empirical*

Introduction

The Library has the responsibility for selecting, acquiring and organizing books, periodicals, documents, newspapers, maps, digital databases, audio-visual materials and other materials that will effectively assist learning, teaching, research and recreational activities of the University. A University is as good as its Library; no wonder, then that the Library is always referred to as the "nerve centre", the "pivot", the "heart", or the "core" of the academic life of a university. All academic/non-academic activities revolve around the resources that are stocked and exploited by the University community for all academic and administrative endeavours within the academia. A library is of good quality if it has a good collection and provides effective services for finding the collection it offers. Without any reservation the "library" is a challenging and exciting place, if its resources are properly organized and made accessible to users.

A university library is a part of a university organization which aims at the advancement of the functions of its parent body. The major objectives and functions of these libraries are to help her parent organization to fulfill her primary objectives which are teaching, learning, research

documentations and publishing. Therefore their primary goals are to meet the information needs of the staffs and students of the institutional community they are attached to first, then their host community, state, nation and the larger global community. Kumar (2006) asserts that a university is supposed to perform the following functions: Teaching, Research, Publications, and Conservation of knowledge and ideas and Extension services. The information materials of academic libraries are acquired to support academic programme offered in the institution.

Due to the emphasis on research and documentation, academic libraries concentrate on the development of material on current information. This accounts for why they have large consignments of journals, books and other current materials. As such, they are as varied and distinctive as the institutions which they serve. That is to say that an academic library reflects the development of the colleges and universities of which they are part. As integral parts of the institution that they serve, these libraries often design their collection and services to meet the instructional programme of the particular institution. It houses various resources that cover all courses being offered in the institution.

The University library exists in component. That is, it is made up of several divisions, departments and units that function inter-related to achieve its primary objectives. There is no universal system of grouping the departments and units in the library, as every library is based on the realities of its environment, management style and library system may decide to organize her library in such a way and manner that enable it render efficient service to its users. Thus, various tasks and operations in the 'library, the grouping of similar activities form the basis for departmentalization of the library. The technical service department is the most important department in the library. It is the heart of the entire library system and it is regarded as the fundamental process in the library management. Effective library services depend on the outcome of the activities in this department.(Ishola,2014). Ifidon, (2004) opined that technical services form the backbone of all library processes, and ensures a systematic organization of all library materials for effective use.

A building filled with books is not necessarily a library unless the books have been organized for access and made available for use. The cataloguing unit's functions are to organize the total library resources with suitable bibliographic controls to facilitate access to the resources by clientele. The traditional means for accomplishing this goal are descriptive cataloguing, subject cataloguing and classification. This assignment requires effective records prepared with a reasonable economy, (Nwalor 2003).

Cataloguing can be defined as the process of writing down all the bibliographic information of all library materials. While descriptive cataloguing is the process whereby the physical description of a document is done on a given form such as card, book, shelf and even on computer. The Subject cataloguing on the other hand is the determination of the actual subject of a document, since document titles do not actually present the subjects of the document. Someone once referred to this as the "subject aboutness" of a document. While classification is a major accompaniment of subject cataloguing. Whereas in subject cataloguing the determination of the subject/subjects of a document is done, classification helps to put these subjects into a systematic order or sequence which aids the arrangement of documents through-the use of a notation on the shelves. Thus, through the help of classification all documents on for Chemistry for example can be placed together, followed by other branches of Chemistry and so on. The mark to assign to a particular document is lettered on the spine of the book. (Ifidon, 2004). Users attitude towards the use of library catalogue in two academic or university libraries in South West Nigeria, is the crux of this study.

Statement of the Problem

It has been observed that most Nigerian students do not make use of the library Catalogue (OPAC and traditional card catalogue) provided in the library. This may be as a result of lack of orientation on library usage. It is against this backdrop that this research work intends to study users attitude towards the use of library catalogue in two academic or university libraries in South West Nigeria

Objectives of the study

i.   To find out if the students use the library catalogue in identifying and retrieve information materials the library.

ii.   To ascertain awareness and use of the library catalogue by undergraduate students

iii. To find out the attitude of students toward information retrieval.

iv.   To find out users frustrations in their bid to use the public catalogue and proffer possible solutions

Significance of the Study (Implication of study to LIS Professionals and Libraries)

It is of no doubt that every research work must have something new to contribute to the knowledge and people that will benefit from the outcome of the research findings. Therefore, this research work will be of great benefit to students, researchers, lecturers and non-teaching staff that do make use of the library's information resources and it will also serve as an instrument for updating the library users on the use of library catalogue.

The Implication of study to LIS professionals and University Libraries cannot be overemphasized has it will help Library and information professionals and University library managers plan on how to adequately manage their library open catalogues toward maximum utilization by users.

Literature Review

Aina (2004) asserts that in any human setting, it is usual to organize objects that are within one's environment, especially those that are frequently used. This facilitates easy retrieval whenever the object is needed; this is the principle of organization. He stressed that if there were no prior organization of objects it would be difficult to retrieve a particular object from among the various object in the collection when needed, hence the need to organize titles, books and equipment etc. Edoka (2000) stated that catalogue ordinarily means a list or enumeration while a library catalogue is a systematic and complete record or listing of books and other information items in a specific library. Olanlokun and Salisu (2006) opined that a library catalogue could also be seen as a communication device delivered in certain definite order to enable the library patron know exactly the holdings of the library. To Egberongbe (2003), cataloguing is the process of preparing catalogue. She further stressed that the cataloguing section in a typical Nigerian academic library can generally be divided into three units. The cataloguing and classification unit, catalogue maintenance unit and book finishing and mending unit

Chauhan (2004) avers that a Library catalogue is perhaps the most important tool for locating material in the Library. Unfortunately until recently its value has been restricted by its physical form, most commonly a large card catalogue or a set of printed volumes. He stressed that the advent of computers, with their ability to process large amounts of information and output in a variety of formats has finally brought the library to the customer, wherever he or she may be located, in the form of Online Public Access Catalogue (OPAC). Husain and Asari (2006) affirm that gone are the days of searching through endless drawers of the card catalogue, trying to perform cross-references on a topic through different subject-headings typed on index cards. He pointed out that information technology changed the entire environment of the library including resources, techniques, services, etc. Nwalo (2013) likens the failure to digitize Nigerian libraries to the attitude of the poor woman that is unable to provide food for her children and yet forbids them from accepting food in their generous neighbor's house.

Vinh-The Lam (2006) stated that in number of academic libraries' OPACs also provide other access points, e.g., government document numbers, music numbers, reserved book lists by courses or by instructors, etc. Users can broaden up or narrow down their search through the use of Boolean operators OR, AND, and NOT in the OPACs. They also can limit search results by language, date of publication and type of document but these facilities are not available in card catalogue. Bhat (2009) opined that useful research information is no longer only in print sources, they are also in electronic forms. They can now be retrieved from different types of electronic resources such as Compact Disk-Read Only Memory (CDROMS), Internet, Online Public Access Catalogue (OPACs), electronic books and electronic journals by using appropriate search strategies including Boolean operators (OR, AND NOT), truncation, proximity features.. Aruna (1998) viewed that despite the increasing use of OPACs nowadays, there are many limitations of OPACs. These are listed below.

❖   Do not provide sufficient assistance in the translation of the query terms into the vocabulary used in the catalogue.

- ❖ Do not provide online thesaurus aids useful for subject focussing/identifying terms that broader or narrower than the topic of search.
- ❖ Do not automatically assist the user by providing alternative formulation of the search statement when the initial approach fails.
- ❖ Do not lead the search from successful free text search terms (e.g. title words) to the corresponding subject headings or class numbers assigned to a broader range or related materials.
- ❖ Do not provide sufficient information in the retrieved bibliographic records (e.g. table of

  contents, abstracts and book reviews) to enable the user to judge the usefulness of the documents.
- ❖ Do not rank the retrieval sets in decreasing order of probable relevance to the user's search criteria.
- ❖ Do not provide open-ended, explanatory browsing through pre-established linkages between records in the database to retrieve materials related to those already found.

Salman (2006) is of the opinions that machine-readable catalogue records may also be stored on magnetic tapes, which can be used for various purposes. Accumulated file of machine-readable record is called a data base. For example, MARCC (Machine – Readable Catalogue) data which contains records processed by the library of congress (LC) when access to the computer is connected to contain specific times. It is called on-line catalogue. However, computerized catalogue is the recent vogue in information management. Any information setting that wants to reveal in the global information technology will joke with her policy of mechanized catalogue records. Yusuf (2009) asserted that in recent times, library systems developers have worked hard to create a machine readable library catalogue that provides functionality beyond that of analog card to accommodate technological changes. It has become obvious that book cataloguing cannot be relied upon in the era when information materials have come to take electronic formats and information flow virtually. Ejedafiru (2010) saw ICT as technology that transmits, stores, creates, displays, shares, or exchanges information by electronic means. He asserted that for resource sharing amongst libraries to materialize, libraries must adopt and use ICT. One of the key areas where resource sharing reflects and helps a library is in the area of library cataloguing (sharing catalogue data). Yusuf(2010) maintained that such resource sharing reduces cost and duplication of efforts in cataloguing.

Ejedafiru citing Song (2000) made it clear that no library can adequately provide for the needs of all its users using the resources within its walls. Users will need to have access to universal information before they can be satisfied. On-line cataloguing is another major change that ICT has brought to cataloguing. He stressed that, it involves locating and subsequently copying cataloguing data on- line through international computer networks. Remote library catalogues are available on desktops .Rao & Babu (2001)opined that in addition to traditional card catalogues and micro fitche readers, most libraries now offer an On-line Public Access Catalogue (OPAC). They further stressed that catalogues of leading libraries these days are available in web- based and telnet based formats for platform independent easy browsing. Francis-Swanson (2010) presenting it in more common terms said that a feature of today's library is the Online Public Access Catalogue which is database containing the library's collection that can be accessed by anyone on-line. She added that Cataloguers no longer catalogue and classify books only but also electronic materials like C D ROMs (where available).She concluded that librarians can also access online catalogues, transform the available bibliographic records to machine readable formats, engage in resource sharing and networking.

Segun (2011) observes that the major challenge libraries had to face were their users, especially the habitual Goggle user, who expects library OPAC to match the ease of searching and information retrieval on Goggle, which gave them direct links to the full-text of resources on the web. Nwalo (2013) opined that cataloguers in the Western world are today preoccupied with 'cataloguing the web' (web governance). New sets of cataloguing rules are being devised to actualize what is referred to as 'metadata cataloguing'

Methodology

The survey research method was adopted for the study, and the questionnaire was the major instruments use for generating data. Though, the researchers also interview some users and staff

and personally observed the user attitudes towards the public catalogues .The complementary use of these other techniques enabled the researchers deepened their understanding of the situation they seek to investigate . The population of this research study consists of 5% of the registered undergraduate users of Kenneth Dike library, university of Ibadan and Osun state university library. The questionnaires were distributed to the students who made use of the library at the time of the research and they were encouraged to return it immediately. The completed and returned questionnaires were analyzed using simple descriptive statistics, percentage and frequency distribution. Out of 453 questionnaires distributed 421 were completed and returned by the respondents, while, 400 were found suitable for analysis.

Results

Table 1: Gender Distribution

Responses	Frequency	Percentage (%)
Male	240	60(%)
Female	136	34(%)
Void	24	6(%)
Total	**400**	**100(%)**

From the table above, it showed that the number of the male respondents is higher than female students in the under studied libraries.

The voids are those respondents who did not indicate their gender.

Table 2: Question Was Asked Whether There Is Periodic Orientation On The Use Of Library Catalogue.

Responses	Frequency	Percentage (%)
Strongly agreed	224	56(%)
Strongly disagreed	136	34(%)
Undecided	40	10(%)
Total	**400**	**100(%)**

The table shows that 224 respondents representing (56%) strongly agreed that there is periodic orientation for them while 136 representing (34%) strongly disagreed and 40 representing (10%) were undecided

Table 3: Are You Aware That Your Library Has Card Catalogue for Searching Materials In The Library?

Responses	Frequency	Percentage (%)
Strongly agreed	376	94(%)
Strongly disagreed	20	5(%)
Undecided	4	1(%)
Total	**400**	**100(%)**

The above table shows that 376 respondents representing (94%) strongly agreed the awareness of the card catalogues as a retrieval tool for searching for materials, 20 respondents representing (5%) strongly disagreed, while 4 respondents representing (1%) were undecided.

Table 4: Are You Aware That Your Library Has On-Line Public Access Catalogue (OPAC) Useful for Searching For Materials In The Library?

Responses	Frequency	Percentage (%)
Strongly agreed	324	81(%)
Strongly disagreed	44	11(%)
Undecided	32	8(%)
Total	**400**	**100(%)**

The above table shows that 324 respondents representing (81%) indicated that they are awareness of the on-line public access catalogue (OPAC) as a retrieval tool for searching for

materials, 44 respondents representing (11%) strongly disagreed, while 32 respondents representing (8%) were undecided.

Table 5: How Do You Retrieve Information Materials From The Shelf?

Responses	Frequency	Percentage (%)
Through card catalogue	244	61(%)
Staff assistance	44	11(%)
Browsing the shelve	76	19(%)
Through OPAC	36	9(%)
Total	**400**	**100(%)**

Table 5 shows that 244 respondents representing (61%) use the traditional card catalogue and 44 respondents representing (11%) depend on the library staff assistance in retrieving materials while 76 respondents representing (19%) browse the shelves when searching for information materials in the library. The study further revealed that only 9% of the respondents search for information through the OPAC.

TABLE 6: What Are Your Reasons For Using The Library Catalogue (OPAC And Traditional)?

Responses	Frequency	Percentage (%)
To access research materials	96	24(%)
To access materials for making note	112	28(%)
To access materials for assignment/homework	128	32(%)
To access materials for reading for pleasure	64	16(%)
Total	**400**	**100(%)**

The above table shows that 96 respondents representing (24%) used the library catalogue to access research materials. 112 respondents representing (28%) usually used the library catalogue to access materials for making notes. 128 respondents representing (32%) usually use the card catalogue to search for materials to assist in their assignment/homework. While 64 respondents representing (16%) used library catalogue to access reading materials for pleasure.

TABLE 7 : How Frequently Do You Use The Library Catalogue?

Responses	Frequency	Percentage (%)
Regularly	156	39(%)
Occasionally	224	56(%)
No opinion	20	5(%)
Total	400	100(%)

The above table shows that 156 respondents representing (39%) claimed they use the card catalogue regularly, 224 respondents representing (56%) claimed using the card catalogue occasionally. The remaining 20 respondents representing (5%) were undecided.

TABLE 8: How Frequently Did You Use The Online Public Access Catalogue?

Responses	Frequency	Percentage (%)
Regularly	44	11(%)
Occasionally	324	81(%)
No opinion	32	8 (%)
Total	**400**	**100(%)**

The above table shows that 44 respondents representing (11%) claimed they use the online public Access catalogue regularly, 324 respondents representing (81%) claimed using the on line public catalogue occasionally. The remaining 32 respondents representing (8%) were undecided.

TABLE 9: How Easy Is The Use Of Library Card Catalogue?

Responses	Frequency	Percentage (%)
Very easy	208	52**(%)**
Very difficult	148	37**(%)**
No opinion	44	11**(%)**
Total	**400**	**100(%)**

The above table shows that 208 respondents representing (52%) encountered no difficulties in locating materials through the use of the catalogue, while 148 respondents representing (37%) did so with difficulty; and 44 respondents representing (11%) were undecided.

Table: 10. How Easy Is The Use Of Library Online Public Access Catalogue?

Responses	Frequency	Percentage (%)
Very easy	124	31**(%)**
Very difficult	112	28**(%)**
No opinion	164	41**(%)**
Total	**400**	**100(%)**

The above table shows that124 respondents representing (31%) find it very easy to use the OPAC while 112 respondents representing (28%) did so with difficulty; and 164 respondents representing (41%) had no opinion.

Table 11: Students' problems in usage of the Library Catalogue services

Statement	SA	A	D	SD	Total
Inability to locate materials on the shelves, indicated in the catalogue as being available.	301(75%)	71 (18%)	13 (5%)	7 (2%)	400 (100%)
Queue when accessing card catalogue	19 (5%)	56 (14%)	203 (51%)	122 (30%)	400(100%)
Power outage causing frustration when accessing OPAC	221 (55%)	143 (36%)	13 (3%)	23 (6%)	400(100%)
Time wasting when using card catalogue	216(54%)	137(34%)	27(7%)	20(5%)	400(100%)
Cost of access to OPAC, outside school	189(47%)	107(27%)	43(11%)	61(15%)	400 (100%)
Poor understanding of meaning of information on library catalogue etc	267(67%)	79(20%)	32(8%)	22(6%)	400(100%)
Lack of adequate time to search for information	149(37%)	131(33%)	75(19%)	45(11%)	400 (100 %)
Poor computer skills hindering navigation when searching OPAC	288(72%)	79(20%)	14(4%)	19(5%)	400(100 %)
Difficulty in getting information from card catalogue because of poor retrieval skills	279(70%)	63(16%)	31(8%)	27(7%)	400 (100 %)

Table 11 is on the Students' problems in usage of the library catalogue services. The result shows that 301(75%) of the respondent strongly agreed that inability to locate materials on the shelves indicated in the catalogue as being available is a problem they are facing in their quest to use library catalogue. While 7 (2%) disagreed. 221 (55%) of the respondents strongly agreed that power outage causes frustration when accessing OPAC, 143(36%) agreed, while just 23(6%) disagreed.

The study further revealed that Poor understanding of meaning of information on library catalogue 267(67%); poor computer skills hindering navigation when searching OPAC 288(72%) and difficulty in getting information from card catalogue because of poor retrieval skills 279(70%) are problems they often encounter when using the library catalogue.

Table 12: **How Can the Use Of library Catalogue Be Made Easier For User?**

Responses	Frequency	Percentage (%)
Revolution of user education programmes and ICT equipments incorporated into user education prgammes	100	100(%)
Computerization of other library services	100	100(%)
Assistance from library staff	100	100(%)
Improve reference service	100	100(%)
Practical instructions to ensure adequate understanding of library activities by users.	100	100(%)
Orientation should be extended beyond just the freshers because of dynamism of library services	100	100(%)
Total		

All the respondents indicated they want all the programmes listed on the table above to be implemented to improve use of library catalogue

TABLE 13: Does the Organization of Information Resources Makes Information Resources Easily Accessible to Users?

Responses	Frequency	Percentage (%)
Strongly agreed	224	56(%)
Strongly disagreed	128	32(%)
Undecided	48	12(%)
Total	**400**	**100(%)**

The table is on whether the Organization of Information Resources Makes Information Resources Easily Accessible to Users. 224 respondents representing (50%) strongly agreed, while 128 respondents representing (32%) strongly disagreed, 48 respondents representing (12%) were undecided.

Summary of major Findings

1. Number of the male respondents is higher than female respondents.

2. The study revealed that (94%) strongly agreed that they are aware of the card catalogues as a retrieval tool for searching for materials.

3. 56% strongly agreed that there is periodic orientation for them while 136 representing (34%) strongly disagreed. However, there is need for proper orientation on how to use the library card catalogue.

4. With 94% response rate it is obvious that the respondents are aware of the existence of the card catalogues as a retrieval tool for searching for materials

5. With 81% response rate it is obvious that the respondents are aware of existence of on-line public access catalogue (OPAC) as a retrieval tool for searching for materials.

6. On means of retrieving materials from the library 61% use the traditional card catalogue, 11% depend on the library staff assistance, 19% browse the shelves and only 9% of the respondents search for information through the OPAC despite the huge investment of resources

7. The study revealed that the respondents used the library catalogue to access materials for various reasons; 24% for research, 28% s for making notes. 32%for assignment/homework. 16% to access reading materials for pleasure.

8. On frequency of use of card catalogue, findings from the study shows that 39% use the card catalogue regularly,56% occasionally .Obviously, most of the students know that the library has card catalogue but this does not correlate with use.

9. Similarly, the research revealed that 11% claimed they use the online public access catalogue regularly, while 81% use the on line public catalogue occasionally

10. 52% of the respondents encountered no difficulties in locating materials through

the use of the card catalogue, while 37% did so with difficulty;

11. In the same vein the study showed that 124 respondents representing (31%) find it very easy to use the OPAC while 112 respondents representing (28%) did so with difficulty; and 164 respondents representing (41%) had no opinion

12. With 100% response rate it is obvious all the users wants the library to ,revolutionize user education programmes and incorporate ICT equipments into user education prgammes ; Computeriz other library services; Assist library staff; Improve reference service; disseminate practical instructions to users to ensure adequate understanding of library activities and Orientation should be extended beyond just the fresher because of dynamism of library services in order to make the use of library Catalogue easier for User.

13. On whether the organization of library materials makes information resources easily accessible to users 50% strongly agreed that the current organization of information resources makes information resources easily accessible to users while 32% strongly disagreed.

14. The study revealed that the major problems students are facing in their quest to use the library catalogue includes: Inability to locate materials on the shelves indicated in the catalogue as being available 301(75%),Power outage causes frustration when accessing OPAC(55%), Poor understanding of meaning of information on library catalogue(36%) ;Poor computer skills hindering navigation when searching OPAC.(67%) and Difficulty in getting information from card catalogue because of poor retrieval skills 70%)

Conclusion

The study showed that most of the students still prefer the use of card catalogue, depend on the library staff assistance and browse the shelves to locate information materials in the library. The resultant effect of this is that books taken from the shelves are wrongly placed back on the shelves or are scattered on the reading tables after consultation. Some of the respondents felt that going through the catalogue was time wasting. This is as a result of lack of knowledge on the use of card catalogue. It is deducible from the present result that most of the students were non-chalant concerning the library orientation which is usually conducted at the beginning of each new session to acquaint fresher with the use of library catalogue.

Another source of frustration was users' inability to locate materials on the shelves. The materials which were indicated in the catalogue were not always available. Also, it is disturbing to note from the study that majority of the users use catalogue card only occasionally. Although, many students make use or know about existence of the library, yet only few make judicious use of the library materials. This is also traceable to the fact that they do not know how to locate materials on the shelves, majority of users preferred going directly to the shelves to search for materials rather than going through the catalogue cabinet box. The study also revealed that respondents viewed the catalogue as time wasting, as they felt it took them less time to find books directly on the shelves hence so they get discourage in using the card catalogue.

The study further revealed that most of the students are yet to be conscious of the existence of the online public access catalogue (OPAC), do not understand its operations and infrequently use the service despite the huge investment of library resources in the production. However, adequate orientation and awareness campaign can improve the situation.

Recommendation

The fact that the library catalogue is a very important tool for the effective utilization of library materials cannot be over emphasized. Consequently, arising from the result of the present investigation, the following recommendations were relevant for the improved utilization of the library catalogue service

i. Practical oriented users' education Programme on the use of catalogue for information retrieval should be available and mandatory for students.

ii. The reader's service unit should organized demonstration on how to use the catalogue at least once or twice a semester and wide publicity should be given to create awareness.

iii. Similarly, Orientation should be organized for final year students to enable understand the concept lifelong learning and its impact on their carrier success

iv. Library managers should ensure their on-line public access catalogue is localize

v. Guidelines on how to use catalogue should be prepared as display in strategic place where user can see the for direction

vi. Regular shelf reading should be done so as to replace and locate books which might have been lost or misplaced, and to know what to add to exist stock

vii. Friendly staff should be assigned to take care of the library collection and attend to users' request at all time.

viii. User education programmes should be revolutionized, modern ICT equipments should be factor in, as well as practical instructions to ensure adequate understanding of library activities by users. as well as practical instructions to ensure adequate understanding of library activities by users

ix. The library should have a well standard card catalogue cabinet in which all cards must be filed accordingly.

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