Assessment of the use of indexing and Abstracting service by patrons of Federal College of Education Katsina

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Abstract

The study Assessed the sue of indexing and abstracting services by the patrons of Federal College collage of education Library Katsina, and to find out the problems hindering the use of indexing and abstracting services by the Patrons. The study, adopted the survey research method to collect data and a random sampling technique was used to draw samples for the study. The populations of the study are the staff of the library and its patrons. Questionnaire was developed and used to collect data form the samples. Data collected from the respondents as analyzed using frequency distribution and percentages. The study discovered among other things that lack of awareness of the availability of indexing and abstracting services is what hinders its usage. Among the recommendations are, that awareness should be created for the users to enable them use this services in accessing relevant information without the waste of time. Which can be achieved through orientation and publicizing its services.

INTRODUCTION

The goal of any library and information centre is to satisfy the information needs of its clientele. Thus, all services provided in the library are geared to wards user satisfaction for the library to fulfilled these needs, it acquires all kinds of resources such as prints and non-prints materials. These resources have to be organized so that they can be accessible to the users who have different interest, and need relevant information in order to satisfy their various interests.

The information needed may be found in any document be it print or non-print. For this relevant information to be available to existing and potential users Aina (2004) said libraries, have devised tools such as catalogues, bibliographies, indexes, abstracts etc. which are expected to make users or readers aware of the variety of information carriers such as books, serials, audio-visual materials available in the library and information centres collections.

Satisfaction by users can only be guaranteed when relevant information materials are accessed or retrieved to match their requests. To retrieve information involves the library acquiring the right collection and also providing the right processes for locating the document that matches the patrons request.

The most important tool used by the library to locate information is the catalogues. This is a record of all document held in the library and the process of recording describing, and providing the location of each document present in the library in a catalogue is called cataloguing. The catalogue though useful in locating a whole document but it is still lacking

and inefficient as a tool for searching documents, (Aina, 2004). Hence the need for a superior technique than cataloguing for retrieving relevant information contained in documents stored in the library. This is where abstracting and indexing come in as libraries and other information institutions strive to provide efficient and satisfactory services.

The Federal college of Education library Katsina is the central library of the college. The aims and objective of the library is to provide the relevant information resources to support both instruction, research and study by both students and staff of the colleges .

The library selects, acquire processes, stores and disseminates information to the teeming users of the library. In order to make these information resources easily accessible to its users, catalogues cards, bibliographies, indexes and abstracts etc. are provided to aid in easy access to the relevant materials whenever it is require

STATEMENT OF THE PROBLEM
Federal college of education library is established to support teaching, learning, and research of both students, lecturers and researchers..

The library identifies and acquires external and internal sources of information, process, organize, store and facilitate access and usage for teaching, learning and research. To make the relevant information resources available and accessible to all the library patrons, the college library has devised a number of tools such as catalogues, index and
Abstract to make users aware of the various information carriers of both prints and non-prints holds.

The importance of the index is to serve as a pointer to the intellectual content in a document whiles the abstracts aids the user in deciding on the relevance of the document to his/her information needs. Hence the need to investigate the use of indexing and abstracting services by users of the library College of library and how effective has been in their request for information search and retrieval.

OBJECTIVE OF THE STUDY
This study was conducted in order to:
1.   Find out the availability and use of indexing and abstracting services in college of education library.
2.   Identify the problems hindering the use of indexing and abstracting services.
3.   Identify the strategies to be adopted to improve the use of indexing and abstracting services.

RESEARCH QUESTIONS
The study seeks to find answers to the following questions:
1.   What are the indexing and abstracting services available?
2.   What are the problems hindering the use of indexing and abstracting services by users
3.   What are the strategies to be adopted to improve the use indexing and abstracting services by the users?
4.   **SIGNIFICANCE OF THE STUDY**
With proper sensitization on the use of indexing and abstracting services by user, it will increase access to information contained in documents such as journals, magazine newspapers etc.
The study will benefit the staff of the library in that their services will be more relevant to the users and it will increase their zeal to give better and effective services.
The study will also promote the use of indexing and abstracting services by all category of users, because of their awareness of the importance of indexing and abstracting services in their quest for quick access and retrieval of information contained in documents stores in the library.

Scope of the Study
The study is concerned with the use of indexing and abstracting services by users of Federal college Education library Katsina

REVIEW OF RELATED LITERATURE
Concept of indexing and abstracting
Indexing is defined by Reitz (2004) as the "process of compiling one or more indexes for a single publication such as a monograph or multivolume references work or adding entries for new document to an open end index covering a particular publication format (example newspapers), works of a specific literacy form (biography, book reviews etc.) or the literature of an academic field discipline or group of disciplines". Indexing which is a technique of producing an index is also seen by Aina (2004) as "the process of providing a guide to the intellectual contest of a document or collection of document.
The end product of an indexing process is the index which is an important tool for the retrieval of relevant information context of a publication or document. The index serves as a guide to the intellectual content of publications or reading materials, such content are presented as a list comprising the major terms, concepts, subjects, topics and named arranged in a particular order especially alphabetical or chronological with references (particularly page or pages) to show where each item indexed can be found in the original document
(Nnadozie, 2007). Indexes therefore have become in the words of Banjo (1987) cited in Nnadozie (2007) as: "The indispensable tool for navigating the complex reservoirs of information, whether these are contained in a single column of text, Several columns or whether they lie buried in any hundreds of issues of Newspapers, journals, magazines, documents or other reports". There are various types of indexes found in a standard library for example indexes to individual books or back of the book index, indexes to collection of books (the card catalogue in a library), index to the contents of journals or periodicals, for instance reader's guides to

periodical literature by H. W Wilson in 1901.

CONCEPT OF ABSTRACTING

Due to information explosion, average patron is usually unable to keep abreast of, or sometimes even keep track of publications or information in his field. Hence the need for abstracting services to keep him or her well informed. Abstracts help bring information to the notice of those who need it rather quickly. (Opara, 2006) Reitz (2004) defined abstracting as "the preparation of a brief objective statement (abstract) of the content of a written work to enable the researcher to quickly determine whether reading the entire text might satisfy the specific information need". Similarly, Nwadozie (2007) describes abstracting as the process of producing a brief summary (precise, or synopsis) of a document showing salient issues like the objective, scope, procedure or methodology, findings, discussions and recommendations".

Abstracts is the end product of abstracting services and is defined by Opara (2006) as a "terse representation in (as far as possible) the author's own language, of all the points made in the same order as in the original piece of primary documentary information that can be a book, a research report, a periodical article, a speech, the proceedings of a conference, an interview etc.".

He further stated that abstracts represents the contents of a document in a concise and accurate form and intended to stand as a readable and complete item in its own right. The abstract is then a surrogate of the original document. Opara (2006) concludes that an abstract is a separate work of scholarship that can be indexed and exploited for the benefit of users of the retrieval system

IMPORTANCE OF INDEXING AND ABSTRACTING SERVICES

Indexing and abstracting service is a very important tool employed by the library to aid the users in retrieving information required by the user.

The index serves different purposes but the most relevant to this study is that which serves as information storage and retrieval device used in libraries, archives documentation centres and other information institutions.

According to Ita (!987) cited in Nnadozie (2007), index can serve as a guide to the contents of a particular library as in the case of a library catalogue which is also referred to a an index to the contents of the library.

It serves as a guide tot eh content of a publication and also serve as a guide to what literature exist in a given field or by a given author, are e.t.c. as in a bibliography which is an index to what publications exists Generally, index serves as a pointer to the where about of an item or document in an information system. The most popular function of an index according to Nnadozie (2007) is perhaps as a guide tot eh intellectual content of publications or reading materials, which are presented as a list comprising the major terms, concepts, subjects, topics and names arranged in a particular order. Abstracts are very important tools of information storage, management and retrieval. Abstracting services make information brokerage very effortless, efficient and satisfying (Nnadozie, 2007).

The following benefits of Abstracts in information work has been proffered by Nnadozie (2007):

1.   The Abstracts adds value to the document being sought. Apart from providing the bibliographic details of the document, it will also provide a summary of the document. This enables the user to determine if the document would be useful to him/her when it is finally retrieved, thus saving the users time.

2.   Abstracts are current awareness tools because it keeps scholars and researchers abreast of latest developments in their disciplines or research topics, such current publications are indicated in informative abstracts.

3.   Abstracts are veritable tools of bibliographic control. They help prevent or at least reduce plagiarism by informing researchers of the existence of similar works done elsewhere. It also helps prevent needless repetition of an existing work.

4.   Abstracts give information seekers the privilege of reading the summaries of documents whose originals they may never have come in contact with. This service is invaluable in the review of literature in a particular discipline or topic.

5.   Abstracts lead the user to the original work. This is achieved through the bibliographic particulars of the main work and the reference number which, if properly interpreted can lead to the original document.

6.   Abstracts improve indexing efficiency. Abstracts can be indexed much more rapidly than can original documents, because these and fewer words to be read and the indexable material is more visible (Maizell, R.E. et al. 1971).

Indexing and abstracting make it easier for users to retrieve relevant documents form a collections. Both processes enable information specialists to provide advanced organization of information carriers in the library, documentation or information centres (Aina, 2004).

RESEARCH METHODOLOGY

The survey research design was used for this study. The population of the study comprises of the patrons and professional librarians of the Federal college of education library Katsina of totaling 60. 30 participants were randomly selected to serve as sample size for the study. The researcher used questionnaire and interview to

collect data and descriptive statistics, tables and percentages for analyzing the data. The instrument was administered personally. Questionnaires were randomly distributed to 30 respondents and later the completed questionnaires were retrieved. Out of the 30 questionnaires distributed 30 were retrieved and out of the 30, only 24 representing 80% correctly filled. While six (6) were discarded due to incorrect response.

DATA PRESENTATION AND ANALYSIS

The result of the data obtained from the completed questionnaires are presented by analyzing the research questions that guided the study. Thus, the analysis of the data collected is given below:

This Section analyzes data collected from staff of the library.

Table 1.1 indexing and abstracting services available

Responses		Response Frequency	Percentage (%)
a.	**Yes**	**20**	**83**
b.	**No**	**4**	**17**
Total		**24**	**100**

The table shows that 20 respondents representing 83% agreed that indexing and abstracting services were available while 4 responses representing 17% said that abstracting and indexing services were not available

Table 1.2 Are users aware of its availability

Responses		Response frequency	Percentage (%)
a.	Yes	8	33
b.	No	4	17
c.	No sure	12	50
Total		**24**	100

Table 1.2: Reveals that 8 responses, representing 33% said yes the users awareness of the availability of indexing and abstracting services 4 responses representing 17% said users were not aware of its availability while 12 (50%) responses were not sure of if users were aware of the availability of this service

Table 1.3: How regular is the provision of indexing and abstracting services in the library?

Responses		**Response frequency**	**Percentage**
a.	Yes	8	33
b.	No	16	67
c.	Not really	24	100

From table 1.3 it was discovered that 8 (33%) of the responses said the provision of indexing and abstracting services was a very regular process in the library. While 16 representing 67% of the responses confirmed that it was an irregular process.

Table 1.4: Types of materials indexed

Responses		**Frequency**	**Percentage(%)**
a.	Newspaper	16	66
b.	Magazine	4	17
c.	Journals	4	17
Total		24	100

The table reveals that the types of materials indexed ware Newspapers as represented by 16(66%) responses 4 (17%) responses said magazines and 4 (17%) responses said journals.

Table 1.5: Types of indexes compiled by the library.

Responses		**Response frequency**	**Percentage (%)**
a.	Author index	3	12.5
b.	Subject index	14	58
c.	Permuterm index	3	12.5
d.	Bibliography	4	17
Total		24	100

Table 1.5 shows that 3 (12.5%) of the responses said Author index is what the library compiles. While 14(58%) of the responses said the type of indexes compiled is the subject index. 3 (12.5%) responses said

permuterm index. And 4 (17%) of the responses said bibliography.

Table 1.6: how often is this service utilized by the users

Responses		frequency	Percentage (%)
a.	Very often	3	12.5
b.	Not often	16	66.7
c.	Not at all	5	20.8
Total		24	100

The table revealed that 3(12.5%) responses said this services is sued by the users very often while 16 (66.7%) responses show that the service is not often utilized by the users. 5(20.8%) responses revealed that the users do not utilized the services.

Table 1.7: Challenges faced in providing the service

Responses	**Frequency**	**Percentage%**
a. Lack of knowledge of indexing and abstracting by staff	3	12.5
b. Lack of fund to underwrite production cost	7	29.2
c. Lack of facilities	2	8.3
Abstract of a comprehensive Nigerian thesaurus	2	8.3
d. All of the above	10	47.7
Total	24	100

Table 1.7 revealed that 3 (12.5%) responses said that lack of knowledge of indexing and abstracting by providing this services. 7(29.2%) responses said lack of funds to underwrite production cost. While 2 (8.3%) responses said the absence of a comprehensive Nigerian thesaurus. Majority of the respondents said all of the above problems were faced while providing this services as represented by 10 (47.7%) of the responses

Table 1. 8: ways to promote the use of indexing and abstracting services by the patrons.

Responses	Frequency	Percentage (%)
a. Creating awareness of its availability	**2**	**8.3**
b. Patrons to be sensitized on the importance and use of indexing and abstracting services	**2**	**8.3**
c. The indexing and abstracting services should be on a regular basis	**2**	**8.4**
d. All of the above	18	75
Total	**24**	**100**

Table 1.8 shows the responses to the ways to promote the use of indexing and abstracting services by the patrons. 2(8.3%) responses said by creating awareness of its availability (28.3%) responses said patrons should be sensitized on the importance of indexing and abstracting services while 2(8.3%) responses also said the services should be compiled on a regular basis. While 18 (75%) of the responses said all the above responses should be promoted.

This section provide analysis of the result of the data from users

Table 2.1: How often do you use the services of the library

Responses	**Frequency**	**Percentage (%)**
a. Very often	12	50
b. Occasionally	8	33.3
a. Not at all	4	16.7
Total	24	100

Table 2.1 shows the responses on how often the patrons use the services of the library. It revealed that 12 (50%) of responses use the library very often. 8(33.3%) of responses use the library occasionally and 4(16.7%) of responses do not use the library occasionally and 4(16.7%) of responses do not use the library at all.

Table 2.2: Effectiveness of services provided by the library

Responses	**Frequency**	**Percentage (%)**
a. Very effective	10	41.7
b. Effective	8	33.3
c. Ineffective	4	16.7
d. Very ineffective	2	8.3
e. Total	24	100

This table presents responses on effectiveness of services provided by the library. 10 (41.7%) of the responses said the service is very effective. Also 8(33.3%) of responses said the service is effective while 4(16.7%) of response are of the opinion that the service is ineffective. 2(8.3%) response said the service is very ineffective.

Table 2.3: Are you aware of the availability of indexing and abstracting services?

Responses	Frequency	Percentage (%)
a. Yes	5	20.8
b. No	19	79.2
Total	24	100

Table 2.3 shows the response of users on whether they are aware of the availability of indexing and abstracting services in the library. 5(20.8%) of responses said they are aware of its availability while 19(79.2%) of the responses said they are not aware of its availability.

Table 2.4 Why have you not been using the indexing and abstracting services provided by the library?

Responses	Frequency	Percentage (%)
a. Not aware of its availability	12	50
b. Ignorance its uage	3	12.5
c. Not accessible	3	12.5
Not current as well as not regular	2	8.5
All of the above	4	16.7
Total	24	100

This table presents the responses on why indexing and abstracting services are not used by the patrons. 12(50%) of responses claim they are not aware of its availability, 3 (12.5%) of responses are ignorant of its usage 3(12.5%) of responses also said it is not accessible to them. 2(8.3%) of responses claim the indexes are not current as well as not regular. While 4(16.7%) of response said all of the above reasons is responsible for their not using the services provided

Table 2.5: Ways to help promote patronage of this service

Responses	Frequency	Percentages
a. It should be publicized through orientation, current awareness services	10	41.7
b. TO BE PRODUCED REGULARLY	4	16.7
C. Library staff to assist users on how to use indexes and abstracts	6	25
c. The service should be current and timely	2	8.3
d. All of the above	2	8.3
Total	24	100

Table 2.5 shows the responses to the ways to promote the sue of indexing and abstracting services by users. 10(41.7%) of responses said the services should be publicized through orientation and current awareness service. 4(16.7%) of responses said it should be produced regularly 6(25%) of responses suggested that library staff should assist users on how to sue indexes and abstracts. While 2 (8.3%) of responses said the services should be current and timely 2(8.3%) of responses suggested all of the above suggestions.

SUMMARY OF MAJOR FINDINGS

The summary of findings of this study are:

1. Indexing and abstracting services are available in federal college of Education library as shown in the responses of 20 (83%) all affirmedthat it was available.
2. On users awareness of its availability, it was discovered that 12(50%) responses were not sure if it was available or not. This responses showed the users are not aware of its existence.
3. It was discovered that the provision of indexing d abstracting services was irregular as shown in the responses of 16(67%)
4. On types materials indexed was discovered that the type of materials indexed by the Isa FCE library were mostly newspapers, as shown in responses of 16(66%).
5. It was revealed from the analysis that the type of indexes compiled was the subject index as affirm by the response of 14(58%).
6. On how often the services is utilized by users, it was found out that most users do not often use the services as reflected in the response of 16(66.7%).

7. On challenges faced in providing this service by the library, it was discovered that lack of knowledge of indexing and abstracting by staff, lack of funds to underwrite production cost, lack of facilities and absence of a comprehensive Nigerian thesaurus are all the challenges faced in providing the service as attested in the responses of 10(47.7%) showing that all of the items were the problems faced.

8. On the way to promote use of indexing and abstracting services by patrons, it was found out that creating awareness of the availability of the service, patrons are to be sensitized on the importance of indexing and abstracting and the service should be compiled and made available on a regular basis, as shown in the response of 18 (75%) respondents

9. On how often they sue the library, it was discovered from the study that 12(50%) respondents use the library very often.

10. From the study it was discovered that the services provided by FCE Katsina library was very effective as shown in the response of 10(41.7%) of respondents.

11. From the study it was found out that 19(79.2%) of the respondents are not aware of the availability of indexing and abstracting services.

12. On reasons for not using the indexing and abstracting service it was discovered from the study that most users were not aware of its availability as affirmed in the response of 12(50%) respondents.

13. On ways to promote patronage of this service by users, it was discovered form the study that patronage by users can be encouraged through publicizing the service, orientation and current awareness service as shown in the response of 10(41.7%) of the respondents.

CONCLUSION

Based on the findings of the study, it could be concluded that, the lack of use of indexing and abstracting services by patrons is largely due to lack of awareness of its availability and for this service to be effectively harnessed, it must be publicized and orientation be given to the users, to keep them aware of its availability. It could also be concluded that lack of profession knowledgeable staff and funds to underwrite production cost is a major problem faced in the course of providing indexing and abstracting service.

To promote its use, the librarians must advertised it services and encourage its users to exploit this means of retrieving information that is relevant to their needs.

RECOMMENDATIONS

Based on the findings, the following are recommended:

1. Federal College of Education library should create more awareness on the availability of indexing and abstracting services, this will enhance its usage by their teeming users This could be achieved through orientation, sensitization on the importance of indexes and abstracts as tools to be employed to help in the retrieval of relevant contents of document in their holdings.

2. Funds should be allocated to the production of indexing and abstracting services. With more funds available, it will help underwrite production cost, which in turn will heiads to regular and current provision of indexing and abstracting services.

3. Relevant journals, newspapers and magazines should be made available for indexing.

4. Qualified and full time indexers and abstractors to be employed to produce the index and abstracts to avoid shoddy jobs.

5. A comprehensive Nigeriana thesaurus should be provided, this will enhance standardization of terms, concepts used in indexing and abstracting.

6. Training and re-training of library staff through seminars and workshops on indexing and abstracting.

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