

Aware and Use of Online Public Access Catalogue (OPAC) Services by the users of Bangalore University Library: A Study

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***Abstract** - The primary purpose of our study is to Investigating the awareness and use of the Online Public Access Catalog (OPAC) services by the Bangalore University Library Users. This study has attempted to find out the awareness, purpose, and frequency of use, and find out the problems faced by the users while using OPAC The final result was revealed almost all the respondents of Bangalore University were using OPAC regularly. Some of the users were facing little bit problems while using OPAC like Lack of knowledge & expertise in search and retrieve, Lack of time to regain the vast information, Lack of skilled library professionals to assists and Books are not in proper place as indicate in the OPAC The maximum number of the respondents suggest that design of user friendly OPAC template. Maxim respondents were satisfied with the Bangalore University OPAC facility, and very fewer respondents were neither satisfied nor dissatisfied, but almost all the respondents were satisfied with the awareness training programs organized by the Bangalore University library on the use of OPAC.*

Keywords: Bangalore University Library, WebOPAC, E-Resources, E-prints, Dspace, Shodhaganga.

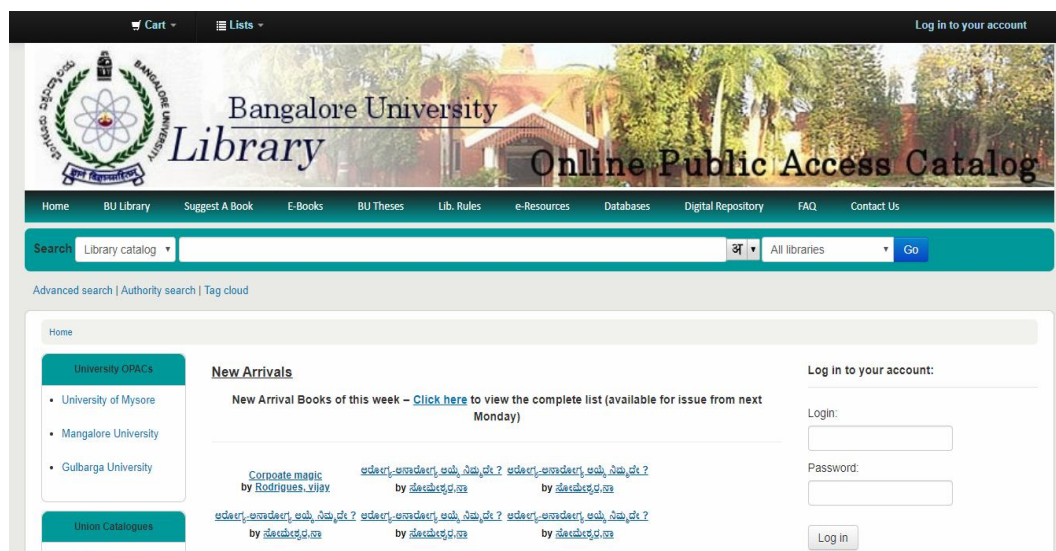
Interdiction:

The Online Public Access Catalogue (OPAC) is an information retrieval tool considered by short bibliographic records, mainly of books, journals, audio-visual and Non-book materials available in a library. It is helpful to University library users to access and locate the library resources efficiently and effectively. OPAC database records are usually derived from MARC format. These records are comprehensive briefings with a few controlled contents indicators and a classification number the database records, thus, Have minimal information for searching - author, title, publisher year & subject description, and a class number. The OPAC has to be designed to satisfy to a wide range of users, ranging from users who have little knowledge of what a catalog contains and have little experience with computer terminals to librarians who are experienced in online database searching and who require the system to have powerful search capabilities.¹

Bangalore University Library OPAC:

Bangalore university library is to support the objectives of a university, which is in the area of learning, teaching, and research and quick service delivery. To achieve this, the Bangalore University library provides information resources in both print and non-print resources to facilitate those essential functions. Bangalore University Adopted KOHA integrated library software with its web-based online Public Access Catalogue (OPAC) accessible online from

2015 via <http://publib-koha.informindia.co.in>, It's including more than 3, 50,000 Textbooks & Reference books, 9000 Theses and Dissertations, 50,000 E-books, and databases. This web-based OPAC should access from their homes, offices or anywhere the world through their computer or smart mobile phones using searching Options like Keyword, author, title, subject, classification no, publication year, subject description, and a barcode numbers, before coming to the library to borrow needed Resources, it provides quality service to the users, and it will enhance quick and easy access to the library resources.



Bangalore University OPAC Page

Review of literature:

S. Thanuskodi (2012). He studied that “Use of Online Public Access Catalogue at Animalia University Library” This study discusses various aspects of OPAC such as frequency of use, purpose, satisfaction level, etc. The findings of the survey show that only one-third of the respondents used OPAC frequently. The study also found that the majority of users consulted OPAC to know the availability and location of the requisite documents. **Gohain, Anjan and Saikia, Mukesh** (2013) studied the use of library catalog (OPAC) by Students of School of Engineering in Tezpur University The result showed that most of the respondents were not aware of the library OPAC and its use. As a result, the majority of respondents never used OPAC. Students prefer to borrow a book through the shelves to find books because there is not enough training program for university users to properly use the library OPAC. Therefore, the author proposed the user's training program to use of OPAC.

Objectives of the Study:

The main goals of this study are as follows

- To know user awareness of web-based library resources offering by the university library
- To know user awareness of university library OPAC.

- To identify the frequency of using university library OPAC.
- To find out the purpose of using OPAC.
- To know the benefits of using university library OPAC.
- To find problems facing by users while using OPAC.

Scope & Methodology:

The current study includes postgraduate students and research scholars, faculty members, and non-teaching staff from different disciplines like Arts, Science, and Technology, Commerce, Education, Law and Discipline Engineering in Bangalore University Library. At present, there is a 3000 number of register users in Bangalore University library. Out of these 2000 users are from PG Students and 700 research scholars and 200 faculty members and Non-teaching staff. The study is based on an online questionnaire survey to collect data. A structured online questionnaire was designed to obtain data keeping in mind the primary objectives of the study. The questionnaire consists of both optional type questions and statements in the five-point Likert scale. A total of 465 respondents completed and returned the questionnaires giving overall; the collected data was The latest version of MS-Excel is analyzed for proper statistical analysis and description.

Data Analysis and Interpretation:

Table - 1: Demography information of the respondents:

Demography information		(n-465)	
		Count's	%
Gender	Male	224	48.12
	Female	241	51.82
Category	Students	122	26.23
	Research Scholar	245	52.68
	Teaching Staff	86	18.49
	Non-Teaching Staff	12	2.5
Subject Disciplines	Science	175	37.63
	Arts	112	24.08
	Commerce	68	14.62
	Education	36	7.74
	Law	42	9.03
	Engineering	32	6.88

Table-1 shows that the response rate of female 51.82 % and male 48.12% in that 52.68 % of the respondents were Research Scholars followed by 26.23 % Students, and 18.49% were teaching Staff, and only 2.5% were Non-teaching Staff, most of the respondents from Science discipline 37.63%, followed by Arts 24.08% & commerce 14.62%, Education 7.74%, Law 9.03%, and only 6.88% engineering discipline.

Table 2 - Aware of web-based resources

Web-based resources	(n-465)	
	Aware	Not Aware
BUL - Online Public Access Catalogue (OPAC)	347 (74.62)	118(25.37)
BUL - Scholarly Publication Database (Prints@BU)	292(62.79)	173(37.20)
BUL - Questions Papers Database (DSpace@Prashnantaranga)	280(60.21)	185(39.78)
BUL - Electronic Thesis & Dissertations (ETD@Shodhganga)	294(63.22)	171(36.77)
BUL - e-Resources Campus-wide Access	268(57.43)	197(42.36)
BUL - EZproxy: e-Resources Remote Access	201(43.22)	265(56.98)
BUL - WordPress blog	220(47.31)	245(52.68)
Total		

Table-2 revealed that awareness regarding web-based resources provided by Bangalore university library. 347(74.62%) Respondents were aware of BUL-OPAC service. Followed by 294(63.22%) know about ETD@Shodhganga (<http://shodhganga.inflibnet.ac.in/handle/10603/7748>). 292 (62.79%) aware of BUL - Scholarly Publication Database(<http://eprints-bangaloreuniversity.in>)and 280(60.21%) aware of BUL - Questions Papers Database (DSpace@Prashnantaranga). 268(57.435) Respondents know about BUL - e-Resources Campus-wide Access (<http://bangaloreuniversity.ac.in/campuswide-access>) and 220(47.31%) aware of BUL - WordPress blog and only 201(43.22%) respondents aware of BUL - EZproxy: e-Resources Remote Access.

5.3. Table - 3 Frequency use of WebOPAC

Frequency of visit	(n-465)	
	Count's	%
Daily	134	28.81
Weekly	76	16.34
Monthly	65	13.97
Occasionally	69	14.83
As & when I required	121	26.02
Total	465	100

Table 3.shows that frequency of OPAC used in the Bangalore University Library users 134 (28.81 %) of the respondents were using it daily, 121(26.02%) of the respondents used it, as & when they need. 76 (16.34%) used it, once in a week and 69(14.83%) used it, Monthly. And 65 (13.97%) of the respondents used it. Occasionally, most of the members used the OPAC at the library, almost every day. It is essential to know how frequently the users use OPAC to locate their necessary documents. The frequency of using OPAC refers to its value in the library.

Table - 4 User awareness Channels

Channels of awareness	(n-465)	
	Aware	%
Library orientation, Library tour, Library brochure, manual, handbook, etc.	148	31.82
Use of Social networking	108	23.22
E-mail & Mobile communication alerts	129	27.74
Friends or colleagues	132	28.38
Other	48	10.32
Total	465	100

Table-4 revealed that channels of awareness regarding WebOPAC. It shows that 148(31.82%) Respondents were awareness of source through Library orientation, Library tour, Library brochure, manual, handbook, etc., followed by 132(28.38%) through Friends or colleagues, 129(27.74%) through E-mail & Mobile communication alerts and only 48(10.32%) respondents are aware from others various sources.

Table - 5 Purpose of using WebOPAC:

Purpose of using	(n-465)					
	a	b	c	d	e	
To know the available resources in the library	30 (6.45%)	88 (18.92%)	172 (36.98%)	103 (22.15%)	72 (15.48%)	3.21
To find and locate the available resources in the library	42(9.03 %)	64(13.47 %)	162(34.1 0%)	112(23.5 7%)	85(17.89 %)	3.28
To reserve the book which is borrowed by someone	68 (14.62%)	106 (22.79%)	163 (35.05%)	104(22.3 6%)	24(5.16 %)	2.81
To compile a bibliography of books on a particular subject	72 (15.48%)	176 (37.84%)	118 (25.37%)	85(18.27 %)	14(3.01 %)	2.55
It helpful to access from remote areas	63(13.26 %)	105(22.1 0%)	168(35.3 6%)	100(21.0 5%)	29(6.10 %)	2.84
To find non-print materials	65(13.68 %)	108(22.7 3%)	172(36.2 1%)	88(18.52 %)	32(6.73 %)	2.50
Total	340	647	955	592	256	

Note: a- Never, b- Rarely, c- Often, d- Occasional, e- Always

Table – 05 reveals that the respondents’ level of Purpose of using WebOPAC. It is evident that respondents are the highest usage of webopac, i.e., above average with them to find and locate the available resources in the library with the mean value 3.28 and to know the available resources in the library with a mean value of 3.21. Interestingly to many respondents are using webopac access from remote areas and Reserving the book which is borrowed by someone. However, least purpose of using webopac To compile a bibliography of books on a

particular subject and To find non-print materials. Both are at the mean value 2.55 and 2.50 respectively.

Table - 6 Benefits of using WebOPAC:

Benefits of WebOPAC	(n-465)					
	a	b	c	d	e	
To access resources from any time, anywhere (24×7)	86(18.10)	192(40.42)	112(23.57)	64(13.47)	11(2.31)	2.40
Easy to search & retrieve the required information	92(19.36)	188(39.57)	152(32)	24(5.05)	9(1.89)	2.29
To get a variety of information resources	72(15.15)	176(37.05)	118(24.84)	85(17.89)	14(2.94)	2.55
To access in multilingual languages	95(20)	196(41.26)	124(26.10)	42(8.84)	8(1.68)	2.29
Simultaneously N-number of users can access	92(19.36)	163(34.31)	120(25.26)	76(16)	24(5.05)	2.58
To save time in search and accessing resources	46(9.68)	60(12.63)	164(34.52)	110(23.15)	85(17.89)	3.27
Total	483	975	790	401	151	

Note: a - Strongly disagree, b - Disagree, c - Uncertain, d - Agree, e - Strongly agree

Table – 06 show that Benefits of using WebOPAC. It is marked that respondents strongly agree that, i.e., above average with the to save time in search and accessing resources with the mean value 3.27 and Simultaneously N-number of users can access the mean value of 3.21. To get a variety of information resources mean value of 2.55. To access resources from any time, anywhere (24×7), Easy to search & retrieve required information and To access in multilingual languages both are at the mean value 2.29

Table - 7 Problems of using WebOPAC:

Problems of WebOPAC	(n-465)					
	a	b	c	d	e	
Lack of knowledge & expertise in search and retrieve	102(21.47)	195(41.05)	92(19.36)	52(10.94)	24(5.05)	2.35
Lack of skilled library professionals to assists	80(16.84)	132(27.78)	98(20.63)	124(26.10)	31(6.32)	2.77
Books are not in the proper place as indicate in the OPAC	20(4.21)	125(26.31)	80(16.84)	152(32)	88(18.92)	3.35
It is difficult to use the OPAC	78(16.42)	170(35.78)	118(24.84)	85(17.89)	14(2.94)	2.54
Lack of orientation from library staff	22(4.63)	108(22.73)	72(15.15)	192(40.42)	71(14.94)	3.39
Lack of time to retrieve the vast information	92(19.36)	196(41.26)	106(22.31)	61(12.84)	10(2.10)	2.35
The OPAC user manual not available	95(20)	196(41.26)	88(18.92)	66(13.89)	20(4.21)	2.39

Note: a - Strongly disagree, b - Disagree, c - Uncertain, d - Agree, e - Strongly agree

Table – 07 discloses that Problems of using WebOPAC. The survey said that that lack of orientation form staff with mean value of 3.39 and respondents agrees with books are not in

proper place with mean value of 3.35, followed by Lack of skilled library professionals to assists with the mean value of 2.77 then Lack of time to retrieve the enormous information and Lack of knowledge & expertise in search and retrieve Both are at the mean value of 2.35

Table - 8 User expectations of WebOPAC:

User expectations of WebOPAC	(n-465)					
	a	b	c	d	e	
Needs to frequently conduct training and information literacy programs for among library users	192 (40.42)	186 (39.15)	63 (13.26)	18 (3.78)	06 (1.26)	1.83
The library needs to improve library infrastructure facilities while accessing resources	148 (31.15)	158 (33.26)	98 (20.63)	67 (14.10)	10 (2.10)	2.31
Needs to design user-friendly OPAC template.	24 (5.05)	106 (22.31)	91 (19.15)	154 (32.42)	90 (18.94)	3.38
Needs to conduct workshop/seminar about OPAC frequently	138 (29.05)	164 (34.52)	92 (19.36)	61 (12.84)	16 (3.36)	2.29
Needs to library tour make mandatory at the beginning of the year	185 (38.94)	202 (42.52)	54 (11.36)	18 (3.78)	06 (1.26)	1.83
Needs to prepare a good library brochure, manual, handbook of OPAC	152 (32)	193 (40.63)	67 (14.10)	36 (7.57)	17 (3.57)	2.08
Needs to the library professional should demonstrate about OPAC	98 (20.63)	196 (41.26)	100 (21.05)	61 (12.84)	10 (2.10)	1.68

Note: a - Not all essential, b - Not essential, c - Uncertain, d - Essential, e - Very essential

Table – 08 reveals that User expectations of WebOPAC. The respondents are more expectation of Needs to design user friendly OPAC template with the mean value of 3.38 followed by Needs to prepare a good library brochure, manual, handbook of OPAC with the mean value of 2.08 then The library needs to improve library infrastructure facilities while accessing resources with the mean value of 2.31, respondents essential of to conduct workshop/seminar about OPAC and Needs to frequently conduct training and information literacy programs for among library users .

Recommendations:

Based on the findings, the following recommendations have been made for optimum utilization of OPAC facility in the Bangalore University library:

- In this study, OPAC did not provide many key features such as Spell Check software, online reservation, online renewal. Moreover, these features, maximum documents There is no chance of links to electronic resources. Therefore, it is strongly recommended to add attributes OPAC.
- OPAC should have more user-friendly online support that can provide users the direction to start searching and show next steps during the search.
- For the convenience of users, the University Library should organize a user education program on the use of various techniques and strategies to obtain information about the documents. Instructions can increase user knowledge and essential skills for searching the OPAC.

- The study is precise that users did not have the necessary skills to search for OPAC. Therefore, they needed the help of library staff near OPAC terminals for the optimum use of this service.

Conclusion:

The main goal of this study increases the applicability of OPAC in the library of the Bangalore University. Almost all respondents of Bangalore University were using OPAC regularly. Some users were facing fewer problems while using OPAC, such as lack of knowledge and expertise in search and recovery, lack of time to get huge information, lack of skilled library professionals, Books are not in proper location as indicate in the OPAC ,The maximum number of the respondents suggest that design of user friendly OPAC template. Maxim respondents were satisfied with the Bangalore University OPAC facility, and very fewer respondents were neither satisfied nor dissatisfied, but almost all the respondents were satisfied with the awareness training programs organized by the Bangalore University library on the use of OPAC and suggested that it must be held more than twice in a year.

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