Degree of Satisfaction with OPAC: A Survey of Undergraduate College Library

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ABSTRACT

The aim of this paper is to study the use of library OPAC in the library of the Govt. First Grade College Library, Bukkapatna, Tumkur Dist. Karnataka. This investigation applied standard survey method of the structured questionnaire to collect the data from the users using OPAC. The present study survey approach was used and 100 questionnaires were considered for the sample among Undergraduate students of Arts and Commerce and faculty members for collecting the required data for the study and 90 received back and analyzed with specific objectives it helps to the college to understand the OPAC uses of their users.

Keywords: OPAC, User awareness, User Satisfaction, First Grade College, Govt. College.

Introduction

The Online Public Access Catalogue (OPAC) is an information retrieval system is used to locate books, journals, and audio-visual materials, electronic materials, required information resource is available in the particular library or not and for search of compiled bibliographical list of documents on a particular subject and check the number of copies. OPAC has made the library collection, easily accessible to everyone by breaking the physical boundaries of the library. Some libraries will allow patrons to request items from another library through inter-library loans service provided via the OPAC. According to ALA Glossary of Library and Information Science (1983) OPAC as a computer-based and supported library catalogue. It is designed to be accessible via terminals, so that library users may directly and effectively search and retrieve bibliographic records without the assistance of a human intermediary. This implies that an OPAC is a computerized library catalogue that is available to the public which provides bibliographic information about information resources in the library[9].

Information about the College and Library

Government First Grade College Bukkapatna is situated in Tumkur District, Karnataka. This College was started in the academic year 2007-08 with Arts, Commerce and BBM Courses in order to provide higher education to the rural society and economically backward students. The main aim of this college library is to support the curriculum offered at this institution

through a books purchased through different sources i.e. grant received from collegiate education, General, SC/ST grant from collegiate education. At present it has multi disciplinary resource collection of more than 9000 volumes. Apart from text books library collection comprises of good numbers of Text Books, reference books, Kannada book collection and Competitive exam Books. Library has been automated. Used E-Granthalaya Library Management Software. A Digital Agenda for Library Automation and Networking is an Integrated Library Management Software from National Informatics Centre, (NIC), Ministry of Electronics and Information Technology, Government of India. The software has been developed by a team of experts from software as well as Library and Information Science discipline and is useful for automation of in-house activities of libraries and to provide various online member services. The software provides OPAC interface to publish the library catalog[11].

Objectives of the study

1. To know the frequency of visit of staff and students to the library
2. To understand the users awareness and their satisfaction level with OPAC.
3. To know the purpose of use of OPAC
4. To find out the most favorable searching points in OPAC
5. To identify the problems/suggestions to improve the OPAC services for the benefit of the users.

Scope of the study

The scope of the study is limited on the use of web opac by the users in govt. First grade college library, Bukkapatna. The study comprises the user's i.e. faculty members, and under graduate students.

Review of literature

OPAC is emerging as next generation information retrieval tools since these are envisaged as a useful link between the users and the library holdings. A survey of literature was done to study the earlier research done in this domain of knowledge. Veena and others did study on OPAC facility at SVC College, Bantwala, Mangalore examines various aspects of OPAC such as frequency of use, purpose, benefits of use, etc. The result of the revealed that 66 (56.89%) of respondents used OPAC facility daily, 40(34.48%) stated that they ware how to use the OPAC from shelf/friends/colleagues, 43(37.07%) of the respondents used OPAC search by author. The results of the study indicated that a majority of users search information concerning the library resources through OPAC[10]. Kumar & Vohra investigated the manner and purpose by which users search OPAC in the three university libraries of Punjab region in India. The findings of their study revealed that despite of users being well aware of the OPAC facility; they are not fully utilizing all the search options of OPAC. The authors correlated this problem with insufficient knowledge about the various applications such as Subject, Keyword and Combined approach to search[4]. Sankari and others in 2013 conducted a survey to determine the effective use of online public access catalogue (OPAC) at the library of Unnamalai Institute of Technology in Kovilpatti. 150 samples of the questionnaire was distributed randomly between the staff and students of Unnamalai Institute of Technology in Kovilpatti, out of which 130 completed and valid questionnaires (86.67%) were received for analysis. The data received from the respondents through these questionnaires was analyzed. The results of the study reveal that a significant number of users search information regarding the library material through OPAC despite encountering problems. Lack of basic skills among users was found to be the major reason for not utilizing

full features of OPAC[8]. Devendra & Khaiser Nikam in 2012 studied OPAC and User Perception in Law University Libraries in the Karnataka. Their study provides an overview of online public access catalogue (OPAC) and Law University libraries in Karnataka state. The results of the survey indicated that users have different levels of perceptions with regard to OPAC search. On the whole, there is a positive perception towards OPAC search, but the survey also underlines that not all users are fully satisfied with the OPAC system's an ability to assist in finding books and with the results of OPAC searches. Only 17.2% users indicated 100% rate of success in locating the document of their interest from the OPAC search[2]. In their study on the changing pattern of user expectations at the Mangalore University Kumber & Mallaiah in 2008 expressed that the OPAC is very useful tool for finding documents. Their study revealed that majority of teachers (98%); research scholars (70.4%) and Postgraduate students (67.4%) use the OPAC through author approach[5]. Ansari & Amita in 2008 conducted a study on the applicability and utility of OPAC in 5 libraries of New Delhi. The results showed that almost half of the respondents used the library card catalogue frequently, and only 13% users use it rarely and on the other hand after the initiation of OPAC in these libraries, almost half of the respondents use OPAC frequently, and 30% use it moderately[1].
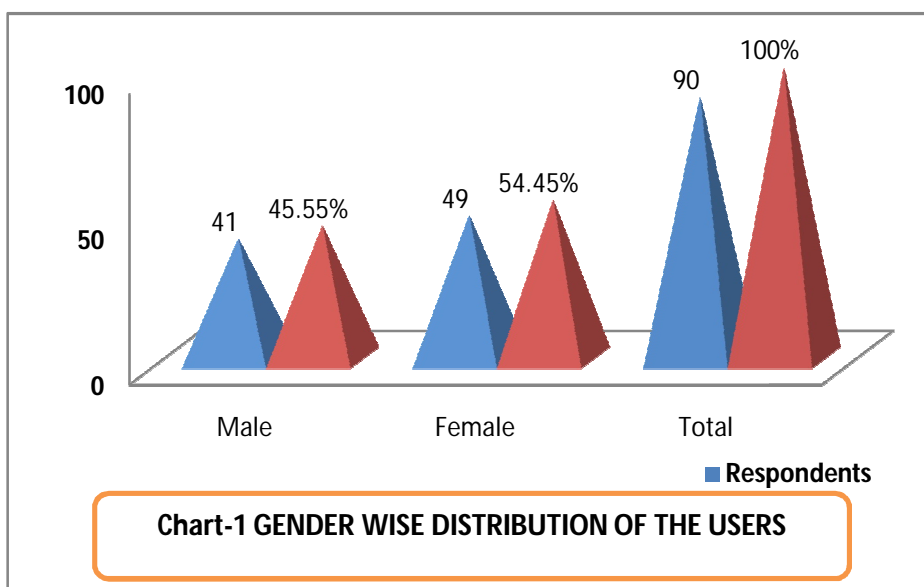
Methodology

Keeping in view the specific objectives of the study questionnaire method was used to collect the information regarding awareness and use of OPAC, frequency, purpose of use of it, problems faced and suggestion, etc. The data was collected from the users personally in the month of December, 2016. In this study, samples of 100 questionnaires were distributed and 90 duly filled in questionnaires were received back and selected for the study. The collected data were analysed and tabulated using statistical methods.

Data analysis and interpretation

The compiled data were systematically analyzed and have been interpreted on the basis of general information of the respondents.

Table-1: Response from the users on the use of OPAC		
Status	**Respondents N=90**	**Percentage N=100%**
Faculty/Staff member	15	16.7%
UG Students B.Com	25	27.78%
UG Students BA HEP	25	27.78%
UG Students BA HES	25	27.78%

Above table-1 shows the analysis of data regarding the category of users such as faculty members Permanent and Guest Faculty of Arts and Commerce and under graduate students of BA HEP and HES.

Chart-1 GENDER WISE DISTRIBUTION OF THE USERS

The above Chart 1shows that gender wise distribution of the users and noticed that male users were slightly less in the comparison of females. The above table also shows that out of 90 users, 41 (45.55%) belongs to male category, followed by 49 (54.45%) female.

Table: 2 Frequency of OPAC use			
Frequency	**Respondents N=90**	**Percentage N=100%**	**Cumulative %**
Daily	12	13.33%	13.33%
Twice or more in a week	22	24.44%	37.77%
Weekly	26	28.89%	66.66%
Rarely	30	33.34%	100%

The data in Table-2 depict the frequency of use of OPAC. 30 (33.34%) of the users were rarely use our library OPAC followed by 22 (24.44%) of the users twice or more in a week, weekly 26 (28.89%) and 12 (13.33%) daily. Therefore, it can be analyzed that more number of users was use of it at rarely.

Table: 3 Purpose of use of OPAC		
Purpose	**Respondents N=90**	**Percentage N=100%**
I use OPAC to Check document availability	38	42.22
I use OPAC to Check Document Issued or Not	40	44.45
I use OPAC to Check number of copies	8	8.89
I use OPAC to Finding bibliographical details	4	4.44

Table-3 and chart-3 shows the purpose of use of OPAC and different aspects were also analyzed by using questionnaires. The above table shows that 40 (44.45%) of the users were use of it to know the particular document was issued or not, followed by 38 (42.22%) of the users were use of it to check the particular document is available in the library or not, 8 (8.89%) of the users use of it to check the number of copies available in the library, 4 (4.44%) of the users were use of OPAC for finding bibliographical details of the documents.

Table: 4 Frequency of search options on the use of OPAC						
Frequency	**Author Search**	**%**	**Title Search**	**%**	**Subject Search**	**%**
Very frequently	31	34.44%	45	50.00%	30	33.33%
Frequently	39	43.34%	24	26.67%	25	27.78%
Occasionally	16	17.78%	11	12.22%	27	30.00%
Never	4	4.44%	10	11.11%	8	8.89%
Total	90	100%	90	100%	90	100%

The data in Table-4 show the frequency of use of search options in OPAC for searching their desired documents. The below table depict that in case of author search options 39(43.34%) of the users use of author search approach frequently, followed by 31(34.44%) very frequently, 16 (17.78%) occasionally and 4 (4.44%) says they never use of author search approach. In the case of Title search options 45 (50%) of the users use of title search approach very frequently, followed by 24 (26.67%) frequently, occasionally 11 (12.22%) and 10 (11.11%) never use of title search approach.

In the case of subject search options 30 (33.33%) of the users very frequently use of subject search approach, followed by 27 (30%) occasionally, 25 (27.78%) frequently and 8 (8.89%) never use of author search approach.

Table: 5 Problems faced by the users on use of OPAC			
Problems	**Respondents N=90**	**Percentage N=100%**	**Cumulative %**
Less awareness About Web OPAC	24	26.67%	26.67%
Slow Processing speed Due to internet Speed	15	16.67%	43.34%
Staff Assistance	20	22.22%	65.56%
Insufficient No. of Computers	31	34.44%	100%

The data in Table-5 show the problems faced by the users while use of OPAC and reveals that almost all the users are face some problems. 31(34.44%) of the users face the problems insufficient number of Computers followed by 24 (26.67%) Less awareness About Web OPAC, 20 (22.22%) staff assistance, and 15 (16.67%) slow processing speed Due to internet Speed.

Table-6 Problems faced by the users on use of OPAC			
Satisfaction Level	**Respondents N=90**	**Percentage N=100%**	**Cumulative %**
Fully satisfied	18	20.00%	20.00%
Satisfied	23	25.56%	45.56%
Satisfied nor Dissatisfied	41	45.55%	91.11%
Dissatisfied	8	8.89%	100%

The above table and Chart shows the user's views regarding the overall satisfaction level on the use of OPAC such query searching speed, assistance of library staff, software and searching options available in the OPAC, etc. 41 (45.55%) neither satisfied nor dissatisfied

followed by 23 (25.56%) of the users were satisfied with the present OPAC search facilities provided by the library. 18 (20%) Fully satisfied, and remaining 8 (8.89%) dissatisfied with the present OPAC search facilities.

Findings of the Study

- Maximum respondents were female. 41 (45.55%) belongs to male category, followed by 49 (54.45%) female. The ratio was sign of major difference in gender Sensitivity and College has more number of Female students than Male.
- 30 (33.34%) of the users were rarely use our library OPAC and 12 (13.33%) uses daily.
- 40 (44.45%) of the users were use to know the particular document was issued or not and 38 (42.22%) of the users were use of it to check the particular document is available in the library or not
- 31(34.44%) of the users says problems of insufficient number of Computers for OPAC Search.
- Maximum 41 (45.55%) of the users says they neither satisfied nor dissatisfied with the present OPAC search facilities.

Suggestions and Conclusion

Awareness of OPAC is an important first step towards access and eventually increased usage of library materials and other relevant information in library and outside libraries or online databases to aid users in their learning process. Unaware of search techniques, there is a tendency for errors, which results in inefficient use of the OPAC. E-Granthalaya Software provides OPAC interface to publish the library catalog over Intranet/Internet. In addictions to the maximum usage improvement of Internet Connectivity speed and library must increase maximum number of computers for OPAC Search. Most of the user's says that most of the time the library staff was engaged in other library jobs. To improve the use of OPAC library and librarians should assist the users in learning the use of OPAC and about OPAC search techniques. User education needed to the users and library should provide same for the use of Web OPAC.

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