Users perception on Library Automation in the University Libraries a Comparative Study in Karnataka and Tamil Nadu

Venkatesha
Research scholar
DoS in LIS, University of Mysore
Mysuru, Karnataka 570006, India
venkateshapatela@gmail.com

Dr. P. Sarasvathy
Deputy librarian
UOM Main Library
University of Mysore
Mysuru, Karnataka 570006 India
padmasaras71@gmail.com

Abstract - *Libraries and information centers have planned library automation efforts and practices, in order to provide their best services to the right users, in the right time, at the mode. The present study deals with university library users, their opinion on Web OPAC and accessing of Web OPAC. In this paper observed that awareness of online public access catalogue, level of access, awareness of advanced search facility and its accessing level of advanced search, and satisfaction level of Web OPAC in each university library. A brief discussion was done on library automation services and aware of library Web OPAC and extent of OPAC access.*

Keywords: Web OPAC, Information and communication technology, University Library Users, Library automation,

INTRODUCTION

Information and Communication Technology, have changed the role of the libraries in acquire, maintain, manage and distribute the information, to the end users. The main purpose of library automation is, to access the main modules and functions of the library. The library and professionals, allow them to contribute more meaningfully to spread the knowledge and information Library automation is the process of using the ICT tools, for easy working and saving the human power and time. Library automation is the general term, for information and communications technologies (ICT) that are used to replace manual systems in the library.

LITERATURE REVIEW

Few research articles have been reviewed for more understanding the concept of automation in libraries. Mutulan (2012) in his study has presented the experience and lessons learned during the library automation project at the University of Botswana (UB). The case study revealed that because of the library automation, there was increased access in electronic resources, reduced physical space for storing and organizing information, introduction of new services, digitization of local content increased the access, and access to e-resources through remote sites was made possible through library automation. The study also addressed some of the challenges that the library had face because e library automation, importantly staff anxiety of losing jobs, learning of new skills, financial burden in subscribing electronic

resources. Mohammad, Jafar & Parvez (2014) have examined the impact of automation on library management services of four selected management institutes at Aligarh. The study used survey research methods for obtaining the data from the participative libraries. The study found that of the four libraries participated in the survey three of them have partially automated their libraries. The Al-Barkaat Management Institute has completely automated its library. Eighty five percent of the users were of the view that library automation system was better than manual system. Bansode & Periera (2008) have conducted a survey of library automation in college libraries in Goa State, India. The objectives of the study was to find out how many libraries have undertaken automation, which areas were automated, whether sufficient staff was available to carry out automation and the barriers they faced in automating their libraries. The study results found that there was no qualified librarians in many of the colleges to carry out the automation activity systematically, many libraries surveyed in this study revealed they had started their library automation process a year back or two. NewGenLib library automation software was the preferred software for automating libraries. The study suggested few measures such as recruiting qualified librarian staff, providing sufficient fund and training for library staff to handle the automation system. Sani & Tiamiyu (2005) have done an evaluative study to assess the status automated systems in Nigerian Universities. The purpose of the study was to examine the progress, prospects and constraints in automating the Nigerian Universities. The success of the automation process was not adequate, the study revealed. Inadequate funds, electricity supply and network connectivity were some of the major constraints in automating the Nigerian Universities. Sampath Kumar & Biradar (2010) have conducted a study on use of ICT in college libraries in Karnataka. The study examined the availability of ICT infrastructure, status of library automation, and barriers to implementation of library automation and also librarians' attitudes towards the use of ICT in 31 college libraries in Karnataka, India. The study found that lack of financial support, human resource, lack of training program for library staff were hindering the successful implantation of ICT in college libraries.

OBJECTIVES OF THE STUDY

1. To find out the awareness of Web OPAC from University library users in the select libraries.
2. To find out the search frequency of Web OPAC for searching library sources
3. To find out the aware of advanced search and accessing advanced search in Web OPAC
4. To find out the extent of fields use in OPAC for the academic purpose at the university library

METHODOLOGY

Data sample selection

Three university libraries from Karnataka and three university libraries from Tamil Nadu selected for the present study. MUL (1916), BUL (1964) and ManUL (1980) from Karnataka are selected. As well as MadUL (1857), AUL (1929) and MKUL (1965) from in Tamil Nadu are selected.

Data sample size

From each university library, 200 filled questionnaires were collected. Total 1200 filled questionnaires collected from university library users. Based on convenience sampling selected the sample size.

Survey Method

Descriptive statistics were used for data analysis of data. With the help of well-structured questionnaire opinion of respondents have been collected. The depth incites about the topic has been developed using sources of data such as journals, books and thesis and so on.

DATA ANALYSIS AND INTERPRETATION

1. Use of OPAC/Web OPAC to search for reading materials

	SNo	List of University Libraries	YES	NO	Total
University Libraries of Karnataka	1	Bangalore University Library	171(85.5)	29(14.5)	200(100)
	2	Mangalore University Library	184(92)	16(8)	200(100)
	3	Mysore University Library	180(90)	20(10)	200(100)
University Libraries of Tamil Nadu	4	Annamalai University Library	178(89)	22(11)	200(100)
	5	Madras University Library	148(74)	52(26)	200(100)
	6	Madurai Kamaraj University Library	154(78)	46(22)	200(100)
		Total	1015(84.58)	185(15.41)	1200(100)

Table-1   Note: figures in the parentheses are in percentage

The table expresses the response in 'YES' or 'NO' by users with regards to their use of OPAC and/or Web OPAC in their search for reading materials both online. Over a total number of 200 respondents per university, it can be inferred that 90% that is, and 180 users in MUL, 92 %, that is, 184 respondents in ManUL registered the highest positive response. However, MadUL claims the lowest percentage of 74% with 148 users utilizing Web OPAC for their reading searches

2. OPAC Search frequency

Sl. No	Duration	University Libraries of Karnataka			University Libraries of Tamil Nadu		
		BUL	ManUL	MUL	AUL	MadUL	MKUL
1	Daily	22(11)	52(26)	36(18)	64(32)	14(7)	56(28)
2	Once in two days	16(8)	34(17)	26(13)	32(62)	6(3)	32(16)
3	Once in a week	49(24.5)	42(21)	60(30)	43(21.5)	32(16)	32(16)
4	Twice in a week	32(16)	18(9)	24(12)	10(5)	22(11)	10(5)
5	Once in a two weeks	16(8)	16(8)	12(6)	10(5)	18(9)	6(3)
6	Once in a month	36(18)	22(11)	22(11)	19(9.5)	56(28)	18(9)
	Total	171(85.1)	184(92)	180(90)	178(79)	148(74)	154(77)
	Not aware	29(14.5)	16(8)	20(10)	22 (11)	52(26)	46(23)

Table-2 (BUL-Bangalore University Library, ManUL-Mangalore University Library, MUL-Mysore University Library, AUL- Annamalai University Library , MadUL -Madras University Library, MKUL- Madurai Kamaraj University Library)
Note: figures in the parentheses are in percentage

The above table depicts that OPAC search frequency by samples university libraries users between Karnataka and Tamil Nadu. Among Karnataka university libraries, the majority 52(26) of users accessing OPAC daily in ManUL followed by MUL 36(18) and BUL 22(11). In Tamil Nadu, 64(32) in AUL followed by 56(28) in MKUL and MadUL is 14(7). Referring to once in two days BUL is 16(8), ManUL is 34(17) and 26(13) in MUL in Karnataka. In Tamil Nadu, 32(62) in AUL, just 6(3) MadUL and 16% in MKUL registered.

Referring to once in a week, the majority of MUL 60(30) followed by 49(24.5) in BUL and 42(21) in ManUL. In Tamil Nadu states registered as 43(21.5) % in AUL, 32(16) each in MadUL and MKUL.

 Connected to twice in a week, the majority in BUL registered as 32(16) followed by 12(6) in MUL and 18(9) ManUL. Among Tamil Nadu university libraries, 22(11) are of users in MadUL, followed by 10(5) each in AUL and MKUL respectively. Referring to once in two weeks, 16(8) each in BUL and ManUL and 12(6) registered in MUL. Among Tamil Nadu university libraries 18(9) are in MadUL, 10(5) in AUL and 6(3) in MKUL registered.

Lastly, related to once in a month recorded as 36(18) of users in BUL, 22(11) each in ManUL and MUL registered respectively. From Tamil Nadu universities, 56(28) are in MadUL, 19(9.5) of users in AUL and 18(9) of users registered in MKUL.

Among university libraries of Karnataka, ManUL registered as highest (92) accessing the OPAC and lowest is BUL (85.1). In Tamil Nadu AUL (79) is highest and lowest is MadUL (74) registered.

3. Fields use while searching for a document in the university library OPAC
(5=Very Frequently, 4= Frequently, 3= Occasionally, 2=Rarely, 1=Very rarely)

States	Sl. No	University Libraries		Title	Subject	Author	ISBN	Call Number	Barcode Number	Keywords	Combination of the above
University Libraries Of Karnataka	1	BUL	1	0 (0)	0 (0)	0 (0)	10(5.84)	8 (5.40)	24 (14.03)	24 (14.03)	32 (18.71)
			2	2 (1.16)	4 (2.33)	4 (2.33)	22 (12.86)	40 (27.02)	72 (42.10)	56 (32.74)	62 (36.25)
			3	12 (7.01)	18 (10.52)	38 (22.22)	72 (42.10)	70 (47.29)	37 (21.63)	31 (18.12)	25 (14.61)
			4	66 (38.59)	83 (48.53)	68 (39.76)	49 (28.65)	24 (16.21)	10 (5.84)	28 (16.37)	26 (15.20)
			5	91 (53.21)	66 (38.59)	61 (35.67)	18 (10.52)	6 (4.05)	28 (16.37)	32 (18.71)	26 (15.20)
			Total	171 (100)	171 (100)	171 (100)	171 (100)	171 (100)	171 (100)	171 (100)	171 (100)
	2	ManUL	1	0 (0)	0 (0)	2 (1.08)	12 (6.52)	22 (11.95)	26 (14.13)	28 (15.21)	34 (18.47)
			2	0 (0)	6 (3.26)	4 (2.17)	28 (15.21)	32 (17.39)	44 (23.91)	48 (26.08)	44 (23.91)
			3	6 (3.26)	22 (11.95)	18 (9.78)	44 (23.91)	48 (26.08)	42 (22.82)	28 (15.21)	26 (14.13)
			4	40 (21.73)	54 (29.34)	50 (27.17)	48 (26.08)	48 (26.08)	44 (23.91)	44 (23.91)	48 (26.08)
			5	138 (75)	102 (55.43)	110 (59.78)	52 (28.26)	34 (18.47)	28 (15.21)	36 (19.56)	32 (17.39)

			Total	**184 (100)**	**184 (100)**	**184 (100)**	**184 (100)**	**184 (100)**	**184 (100)**	**184 (100)**	**184 (100)**
	3	MUL	1	2 (1.11)	2 (1.11)	2 (1.11)	18 (10)	26 (14.44)	26 (14.44)	26 (14.44)	36 (20)
			2	4 (2.22)	6 (3.33)	6 (3.33)	34 (18.88)	36 (20)	36 (20)	22 (12.22)	30 (16.66)
			3	16 (8.88)	20 (11.11)	34 (18.88)	54 (30)	50 (27.77)	54 (30)	62 (34.44)	50 (27.77)
			4	44 (24.44)	76 (42.22)	58 (32.22)	48 (26.66)	40 (22.22)	42 (23.33)	46 (25.55)	42 (23.33)
			5	114 (63.33)	76 (42.22)	80 (44.44)	26 (14.44)	28 (15.55)	22 (12.22)	24 (13.33)	22 (12.22)
			Total	**180 (100)**	**180 (100)**	**180 (100)**	**180 (100)**	**180 (100)**	**180 (100)**	**180 (100)**	**180 (100)**
University Libraries Of Tamil Nadu	4	AUL	1	0 (0)	0 (0)	0 (0)	0 (0)	0 (0)	9 (5.05)	4 (2.24)	7 (3.93)
			2	2 (1.12)	2 (1.12)	8 (4.49)	16 (8.98)	21 (11.79)	26 (14.60)	32 (17.97)	59 (33.14)
			3	6 (3.37)	16 (8.98)	22 (12.35)	54 (30.33)	73 (41.01)	75 (42.13)	56 (31.46)	50 (28.08)
			4	34 (19.10)	44 (24.71)	68 (38.20)	58 (32.58)	48 (26.96)	52 (29.21)	62 (34.83)	44 (24.71)
			5	136 (76.40)	116 (65.16)	80 (44.94)	50 (28.08)	36 (20.22)	16 (8.98)	24 (13.48)	18 (10.11)
			Total	**178 (100)**	**178 (100)**	**178 (100)**	**178 (100)**	**178 (100)**	**178 (100)**	**178 (100)**	**178 (100)**
	5	MadUL	1	0 (0)	0 (0)	0 (0)	6 (4.05)	8 (5.40)	8 (5.40)	14 (9.45)	8(5.40)
			2	4 (2.70)	6 (4.05)	14 (9.45)	34 (22.97)	40 (27.02)	50 (33.78)	44 (29.72)	44 (29.72)
			3	30 (20.25)	42 (28.37)	62 (41.89)	64 (43.24)	70 (47.29)	56 (37.83)	48 (32.43)	54 (36.48)
			4	50 (33.78)	54 (36.48)	34 (22.97)	36 (24.32)	24 (16.21)	26 (17.56)	32 (21.62)	36 (24.32)
			5	64 (43.24)	46 (31.08)	38 (25.67)	8 (5.40)	6 (4.05)	8 (5.40)	10 (6.75)	6 (4.05)
			Total	**148 (100)**	**148 (100)**	**148 (100)**	**148 (100)**	**148 (100)**	**148 (100)**	**148 (100)**	**148 (100)**
	6	MKUL	1	0 (0)	0 (0)	0 (0)	10 (6.49)	12 (7.79)	16 (10.38)	10 (6.49)	14 (9.09)
			2	8 (5.19)	14 (9.09)	20 (12.98)	26 (16.88)	35 (22.72)	39 (25.32)	31 (20.12)	39 (25.32)
			3	16 (10.38)	16(10.38)	35 (22.72)	56 (36.36)	63(40.90)	57 (37.01)	55 (35.71)	43 (27.92)
			4	51 (33.11)	70 (45.45)	57 (37.01)	46 (29.87)	32 (20.77)	22 (14.28)	38 (24.67)	42 (27.27)
			5	79 (51.29)	54 (35.06)	42 (27.27)	16 (10.38)	12 (7.79)	20 (12.98)	20 (12.98)	16 (10.38)
			Total	**154 (100)**	**154 (100)**	**154 (100)**	**154 (100)**	**154 (100)**	**154 (100)**	**154 (100)**	**154 (100)**

Table-3 (BUL-Bangalore University Library, ManUL-Mangalore University Library, MUL-Mysore University Library, AUL- Annamalai University Library, MadUL -Madras University Library, MKUL- Madurai Kamaraj University Library)
Note: figures in the parentheses are in percentage

Title

The above table reveals the fields used in OPAC while to search a document. It can be inferred from the above table title field usage by the uses in OPAC. In BUL, majority 91(53.21) respondents use the title to find a document very frequently and 66(38.59) are frequently. In ManUL about 138(75) use title very frequently and 40(21.73) frequently as a mode of search n OPAC. In MUL, majority 114(63.33) respondents use title very frequently and 44(24.44) of users use this mode frequently. Among University libraries of Tamil Nadu in AUL, majority 136(76.40) respondents use this mode very frequently and 34(19.10) of them frequently. In MadUL 64(43.24) respondents use very frequently and 50(33.78) of them use title as searching mode in OPAC frequently. Whereas, In MKUL 79(51.29) respondents use the title as a searching mode very frequently and 51(33.11) of them use the same frequently. Compared to all university libraries all are use title as a mode of searching in OPAC very frequently.

Subject

It can be inferred from the above table subject field usage by the uses in OPAC. In BUL, the majority 83(48.53) respondents use subject field frequently and 66(38.59) are very frequently. In ManUL about 102(55.43) respondents use very frequently and 54(29.34) are frequently. Whereas MUL, majority 76(42.22) each number of users use subject field very frequently and frequently respectively as search mode in OPAC. Among university libraries of Tamil Nadu in AUL, majority 116(65.16) respondents use subject very frequently and 44(24.71) of them frequently. In MadUL 54(36.48) respondents frequently and 46(31.08) of them use subject as searching mode in OPAC very frequently. Whereas, In MKUL 70(45.45) of users use the subject as a searching mode frequently and 54(35.06) of them use the same very frequently. Compared to all university libraries, university libraries of Karnataka are using subject field very frequently and frequently in university libraries of Tamil Nadu.

Author

The table shows author field usage by the uses in OPAC. In BUL majority 68(39.76) of users access by author field frequently and 61(35.67) are used author field very frequently. In ManUL majority 110(59.78) respondents use author field very frequently and 50(27.17) are frequently as a mode of search in OPAC. In MUL, the majority 80(44.44) respondents uses author field very frequently as mode of search in OPAC and 58(32.22) of users use this mode frequently. Among university libraries of Tamil Nadu In AUL, majority 80(44.94) users use this mode very frequently and 68(38.20) of them use this mode frequently. In MadUL 62(41.89) respondents use occasionally and 38(25.67) of them use author as a searching mode in OPAC very frequently. Whereas, In MKUL 57(37.01) of users use author as searching mode frequently and 42(27.27) of them use the same very frequently. Compared to university libraries among Karnataka and Tamil Nadu, are using this field very frequently in both the state university libraries.

ISBN

The table shows ISBN field usage by the uses in OPAC. In BUL the majority 72(42.10) of users access by ISBN field occasionally and 49(28.65) are used ISBN field frequently. In ManUL majority 52(28.26) of respondents use ISBN field very frequently, 48(26.08) are frequently and 44(23.91) are occasionally as a mode of search in OPAC. In MUL, majority 54(30) of the respondents use ISBN field occasionally and 48(26.66) of users use this mode frequently. Among university libraries of Tamil Nadu in AUL, majority 58(32.58) users use this mode frequently and 54(30.33) of them use this mode occasionally and 50(28.08) are very frequently used. In MadUL 64(43.24) of the users use occasionally and 36(24.32) of them use ISBN as searching mode in OPAC frequently. Whereas, In MKUL 56(36.36) of users use ISBN as a searching mode occasionally and 46(29.87) of them use the same very frequently. Compared to university libraries among Karnataka and Tamil Nadu, are using this field occasionally in both the state university libraries.

Call Number

It can be inferred that call number field usage by the uses in OPAC. In BUL, the majority 70(47.29) of users use call number field occasionally and 40(27.02) are used rarely. In ManUL majority 48(26.08) each respondent use call number field frequently and occasionally respectively and 34(18.47) are very frequently used. In MUL, majority 50(27.77) are uses call number field frequently as search mode in OPAC. 40(22.22) of users use this mode frequently. Among university libraries of Tamil Nadu, in AUL, majority 73(41.01) users use this mode occasionally and 48(26.96) of them use this mode frequently. In MadUL 70(47.29) of the uses use occasionally and 40(27.02) of them use call number as a searching mode in OPAC frequently. Whereas in MKUL 63(40.90) of users use call number field as a searching mode occasionally and 35(22.72) of them use the same rarely. Compared to university libraries among Karnataka and Tamil Nadu, are using this field occasionally in both the state university libraries.

Barcode Number

It can be inferred from the above table Barcode number usage by the uses in OPAC. In BUL, the majority 72(42.10) of users use Barcode Number rarely and 37(21.63) are use Barcode Number occasionally. In ManUL majority 44(23.91) each number of user use Barcode Number frequently and rarely respectively. 42(22.82) are occasionally access as mode of search in OPAC. In MUL, majority 54(30) users use barcode number occasionally as search mode in OPAC. 42(23.33) of users use this mode frequently. Among university libraries of Tamil Nadu in AUL, majority 75(42.13) of users use this mode occasionally and 52(29.21) of them use this mode frequently. In MadUL 56(37.83) of the uses use occasionally and 50(33.78) of them use Barcode Number as searching mode in OPAC rarely. Whereas in MKUL 57(37.01) of users use Barcode Number as searching mode occasionally and 39(25.32) of them use the same rarely. Compared to all university libraries, ManUL used frequently, other libraries in Karnataka access occasionally. In University libraries of Tamil Nadu users use occasionally and rarely.

Keywords

It can be inferred from the above table Keywords field usage by the uses in OPAC. A majority 56(32.74) of BUL users use Keywords rarely, 32(18.71) use Keywords very

frequently and 28(16.37) are frequently. In ManUL majority 48(26.08) use Keywords rarely and 44(23.91) frequently and 36(19.56) are very frequently as a mode of search in OPAC. In MUL, majority 62(34.44) users use Keywords occasionally as search mode in OPAC. 46(25.55) of users use this mode frequently in university libraries of Karnataka. Among university libraries of Tamil Nadu in AUL, majority 62(34.83) users use this mode frequently and 56(31.46) of them use this mode occasionally. In MadUL 48(32.43) of the users use occasionally and 44(29.72) of them use Keywords as searching mode in OPAC rarely. Whereas in MKUL 55(35.71) respondents use Keywords as a searching mode occasionally and 38(24.67) of them use frequently. Compared to all university libraries, keywords field rarely used in BUL and ManUL, in MUL frequently used in MUL in Karnataka. In university libraries of Tamil Nadu, Occasionally access by MadUL, MKUL respondents and frequently access by AUL respondents.

Combination of the above

It can be inferred from the above table 'Combination of the above' field usage by the uses in OPAC. In BUL, majority 62(36.25) of BUL users use this field rarely, 32(18.71) use this field very rarely and 26(15.20) of each respondent access this field frequently and very frequently. In ManUL majority 48(26.08) use frequently and 44(23.91) rarely. Whereas in MUL, majority 50(27.77) users use combination of the above occasionally as search mode in OPAC. 42(23.33) of users use this mode frequently. Among university libraries of Tamil Nadu, in AUL the majority 59(33.14) are rarely access and 50(28.08) of them occasionally. In MadUL majority 54(36.48) of respondents use occasionally and 44(29.72) of them use rarely. Whereas in MKUL 43(27.92) of users use this mode occasionally and 42(27.27) of them use frequently. Compared to sample university libraries, occasionally access this field in BUL users, frequently in ManUL and MUL in university libraries of Karnataka. Occasionally access this field by all university libraries of Tamil Nadu.

4. Aware of Advance search features

	Sl. No	List of University Libraries	YES	NO	TOTAL	N/A
University Libraries of Karnataka	1	BUL	74(37)	97(48.5)	171(85.5)	29(14.5)
	2	ManUL	142(71)	42(21)	184(92)	16(8)
	3	MUL	150(75)	30(15)	180(90)	20(10)
University Libraries of Tamil Nadu	4	AUL	156(78)	22(11)	178(89)	22(11)
	5	MadUL	116(58)	32(16)	148(74)	52(26)
	6	MKUL	132(66)	22(11)	154(77)	46(23)

Table-4 (BUL-Bangalore University Library, ManUL-Mangalore University Library, MUL-Mysore University Library, AUL- Annamalai University Library, MadUL -Madras University Library, MKUL- Madurai Kamaraj University Library)
Note: figures in the parentheses are in percentage

From the table above, one can easily identify that AUL from Tamil Nadu registers the highest percentage of 78% with 156 users responding in positive closely followed by MUL in Karnataka which chronicles 75% that is 150 respondents in their manipulation and usage of the library advanced search features. From the statistics, it can be seen that BUL bears only 37% viz 74 users who responded in a positive manner to this feature.

5. Types of Advanced search features using by sample university library users
(5=Very Frequently, 4= Frequently, 3= Occasionally, 2=Rarely, 1=Very Rarely)

	Sl. No	List of University Libraries		Boolean search (AND, OR, NOT operators)	Word Proximity (men's dress shirt, men dress shirt, dress shirt men's.)	Phrase searching ("Spirit of St. Louis")
University Libraries of Karnataka	1	BUL	1	2(2.70)	4(5.40)	4(5.40)
			2	6(8.10)	18(24.32)	17(22.97)
			3	18(24.32)	24(32.43)	33(44.59)
			4	30(40.54	20(27.02)	12(16.21)
			5	18(24.32)	8(10.81)	8(10.81)
			Total	**74(100)**	**74(100)**	**74(100)**
	2	ManUL	1	4(2.81)	6(4.22)	6(4.22)
			2	32(22.53)	76(53.52)	78(54.92)
			3	60(42.25)	38(26.76)	36(25.35)
			4	26(18.30)	12(8.45)	12(8.45)
			5	20(14.08)	10(7.04)	10(7.04)
			Total	**142(100)**	**142(100)**	**142(100)**
	3	MUL	1	2(1.33)	12(8)	14(9.33)
			2	8(5.3)	46(30.66)	44(29.33)
			3	40(26.66)	46(30.66)	54(36)
			4	56(37.33)	42(28)	32(21.33)
			5	44(29.33)	4(2.66)	6(4)
			Total	**150(100)**	**150(100)**	**150(100)**
University Libraries of Tamil Nadu	4	AUL	1	0(0)	9(5.76)	4(2.56)
			2	22(14.10)	41(26.28)	62(39.74)
			3	28(17.94)	62(39.74)	38(24.35)
			4	78(50)	40(25.64)	48(30.76)
			5	28(17.94)	4(2.56)	4(2.56)
			Total	**156(100)**	**156(100)**	**156(100)**
	5	MadUL	1	2(1.72)	4(3.44)	4(3.44)
			2	28(24.13)	48(41.37)	58(50)
			3	52(44.82)	52(44.82)	48(41.37)
			4	28(24.13)	12(10.34)	4(3.44)
			5	6(5.17)	0(0)	2(1.72)
			Total	**116(100)**	**116(100)**	**116(100)**
	6	MKUL	1	0(0)	0(0)	0(0)
			2	22(16.66)	32(24.24)	44(33.33)
			3	46(34.84)	52(39.39)	46(34.84)
			4	26(19.69)	42(31.81)	34(25.75)
			5	38(28.78)	6(4.54)	8(6.06)
			Total	**132(100)**	**132(100)**	**132(100)**

Table-5 (BUL-Bangalore University Library, ManUL-Mangalore University Library, MUL-Mysore University Library, AUL- Annamalai University Library, MadUL -Madras University Library, MKUL- Madurai Kamaraj University Library)

Note: figures in the parentheses are in percentage

Boolean search (AND, OR, NOT operators)

The above table describes the advanced search features to search by university library users from Karnataka and Tamil Nadu. From the above table, it can be inferred that, In BUL the majority 30(40.54) frequently accessing, 18 (24.32) each number of respondent accessing very frequently and occasionally respectively. In ManUL, the majority 60(42.25) of

respondents searched occasionally, 32(22.53) rarely used and 26(18.30) frequently. Table also shows that in MUL, majority 56(37.33) searched this advanced search features frequently, 44(29.33) very frequently and 40(26.66) occasionally searched Boolean search. Among Tamil Nadu university libraries, In AUL majority 78(50) search frequently, 28(17.94) each number of respondents search very frequently and occasionally respectively. In MadUL, majority 52(44.82) of respondents search occasionally, 28(24.13) each number of respondents search very frequently and occasionally respectively. Also, tables show that in MKUL, majority 46(34.84) search occasionally, 38(28.78) of users very frequently and 26(19.69) of users search frequently. Compared to Karnataka and Tamil Nadu university libraries, BUL and MUL are in Karnataka and AUL in Tamil Nadu search frequently and other sample university libraries search occasionally.

Word proximity (Men's dress shirt, Men dress shirt, Dress shirt men's)

From the above table, it can be inferred that in BUL the majority 24(32.43) occasionally accessing, 20(27.02) of users accessing frequently and occasionally respectively. In ManUL, majority 76(53.52) of respondents searched rarely, 38(26.76) occasionally and 12(8.45) frequently used. The table also shows that in MUL, majority 46(30.66) each number of respondents search word proximity features occasionally and rarely respectively and 42(28) frequently use word proximity search. Among university libraries of Tamil Nadu, in AUL majority 62(39.74) search occasionally, 41(26.28) of respondents rarely and 40(25.64) frequently. In MadUL, majority 52(44.82) of respondents search occasionally, 48(41.37) of respondents search rarely. Also tables shows that in MKUL, majority 52(39.39) search occasionally, 42(31.81) of users frequently and 32(24.24) of users search rarely. Compared to Karnataka and Tamil Nadu university libraries, MUL 42(28) in Karnataka and MKUL 42(31.81) in Tamil Nadu search frequently and other remaining sample university libraries majority of users search occasionally and rarely this search features.

Phrase searching (Spirit of St. Louis)

Table inferred that, In BUL the majority 33(44.59) of occasionally accessing, 17(22.97) of respondents accessing rarely and 12(16.21) are frequently. In ManUL, the majority 78(54.92) of respondents searched rarely, 36(25.35) of occasionally used. Table also shows that in MUL, majority 54(36) searched this advanced search features occasionally, 44(29.33) rarely and 32(21.33) frequently use phrase search. Among Tamil Nadu university libraries, in AUL majority 62(39.74) search rarely, 48(30.76) of respondents search frequently and 38(24.35) of users search occasionally. In MadUL, the majority 58(50) of respondents search rarely, 48(41.37) of respondents search occasionally. Also, tables show that in MKUL, majority 46(34.84) search occasionally, 44(33.33) of users rarely and 34(25.75) of users search frequently. Compared to Karnataka and Tamil Nadu university libraries, the majority of users search occasionally and rarely of this search features.

6. Satisfaction level of Web OPAC search.

Sl. No	List of University Libraries	5	4	3	2	1	TOTAL
1	BUL	34(17)	100(50)	60(30)	4(2)	2(1)	200(100)
2	ManUL	60(30)	82(41)	58(29)	0(0)	0(0)	200(100)
3	MUL	56(28)	116(58)	22(11)	4(2)	2(1)	200(100)
4	AUL	84(42)	54(27)	52(26)	8(4)	2(1)	200(100)
5	MadUL	24(12)	66(33)	100(50)	8(4)	2(1)	200(100)
6	MKUL	49(24.5)	68(34)	71(35.5)	8(4)	4(2)	200(100)

Table-6 (BUL-Bangalore University Library, ManUL-Mangalore University Library, MUL-Mysore University Library, AUL- Annamalai University Library, MadUL -Madras University Library, MKUL- Madurai Kamaraj University Library)
Note: figures in the parentheses are in percentage

In respect of the level of satisfaction to the usage of the Web OPAC search system facility, MadUL chronicles as 100% neutral response (50) which shows that the users do not share a specific opinion and satisfaction about the same. The percentage of those users who are highly dissatisfied with the service ranges between 0 to 4% overall in the universities. In Karnataka, BUL registers 100 responses, that is, 50% in positive when it comes to the degree of satisfaction while AUL projects that the users are highly satisfied at 42% with 84 respondents. AUL is closely followed by ManUL (30) and MUL (28) respectively. An overall look into the statistical classification of the response variances, one can infer that MadUL registers the lowest percentage at 12% for those users who are highly satisfied, AUL with 27% for those respondents who are satisfied, and 22% for MUL with a neutral reaction.

FINDINGS

Among university libraries of Karnataka, ManUL is accessing OPAC highly in Karnataka and AUL is high to access OPAC in Tamil Nadu. On daily basis, ManUL 52(26) respondents access OPAC high in Karnataka libraries and AUL 52(26) respondents accessing high in university libraries of Tamil Nadu. Aware and accessing of advanced search from the respondents high in MUL in Karnataka university libraries and AUL in Tamil Nadu university libraries. Compared to Karnataka and Tamil Nadu university libraries, BUL and MUL are in Karnataka and AUL in Tamil Nadu, are search frequently and other sample university libraries search occasionally for Boolean operators. Compared to Karnataka and Tamil Nadu university libraries, MUL 42(28) are in Karnataka and MKUL 42(31.81) are in Tamil Nadu search frequently and the majority of other remaining sample university libraries users search occasionally and rarely word proximity search features. From both state university libraries majority of the respondents search occasionally and rarely search features of Phrase searching.

The findings of the study suggest that there is a need for a regular orientation program in general in libraries of Karnataka and Tamil Nadu. And there is a need for orientation program in particular on the use of OPAC in BUL and MadUL for improving the access to resources through OPAC. The study also suggests that all university libraries covered under study have to motivate the users to access OPAC. And also makes the users use advanced search in Web OPAC to retrieve the exact bibliographic details of the resources they need.

CONCLUSION

This study provides information on users' opinion on library automation among university libraries of Karnataka and Tamil Nadu. The main purpose of library automation is, to access the main modules and functions of the library. The library and professionals allow them to contribute more meaningfully to spread the knowledge and information. The study explains that aware of library automation services and use of OPAC in the university library. Explains about require of the orientation program to the university library users and through which are fields used for searching sources for academic purpose in the Web OPAC. Also explains what the required services to users through automation process. Overall, opined that all sample university libraries users' opinion on library automation.

REFERENCES

1. Bansode, S., and Periera (2008). A Survey of Library Automation in College Libraries in Goa State, India. *Library Philosophy and Practice* 2008.

2. Mohammad, Anas, Jafar, Iqbal and Parvez, Ahmad (2014). Impact of automation on library services in selected management institutes at Aligarh: A survey, *The Electronic Library,* 32 (3), 296-307.

3. Mutula, Stephen Mudogo (2012). Library automation in sub Saharan Africa: case study of the University of Botswana, *Program,* 46(3), 292-307. https://doi.org/10.1108/00330331211244832

4. Sampath Kumar, B.T. and Biradar, B.S. (2010). Use of ICT in college libraries in Karnataka, India: a survey, *Program,* 44(3), 271-282.

5. Sani, Abdulraheem and Tiamiyu, Muta (2005). Evaluation of automated services in Nigerian universities. *The Electronic Library,* 23(3), 274-288.