

## Use and Users Satisfaction on Online Public Access Catalogue (OPAC) Services in B G S Institute of Technology: A Survey.

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***Abstract** - The purpose of this study is to investigate the use and user satisfaction on Online Public Access Catalogue (OPAC) services at B G S Institute of Technology. This study attempted to investigate the frequency, purpose of use and to find out the problems faced by the B G S institute of Technology students while using OPAC. Attempt also made to investigate user's awareness about the benefit of OPAC service. The final result revealed that 36 (27.69%) respondents used OPAC to locate the books in the library. Lack of skills to use OPAC independently, lack of awareness about OPAC and lack of proper guidance to use OPAC were the major problem faced by the users while using OPAC. Finding revealed that satisfaction level of engineering students of school of engineering were quite encouraging and they were very much satisfied with the performance and quality of OPAC service.*

Keywords: OPAC, Catalogue, Library Catalogue, Information Technology, B G S Institute of Technology.

### 1. Introduction

The introduction of ICT in the field of Libraries and Information Centers has brought a sea change in the techniques of access, storage, retrieval and dissemination of information resources that a library acquired to serve its users. It has also changed the ways of providing services offered to user's community. OPAC is one of these technologies provide access to any of the information contained in the record for an item in the library. It may define as a database of bibliographic records describing the holdings of a library. It allows users to search a document by authors, titles, subject and keywords from a terminal and also allows printing, downloading or exporting records via different electronics means. OPAC thus provided users a means of searching and accessing information. Users can see the collections and issue status of each document of the library and can reserve and renew a document of their interest when needed. Here multiple users can query the database simultaneously unlike the traditional card catalogue.

Bibliographic records are stored in a database and can be quickly retrieved for display on computer terminals. The development of OPAC has made users as well as library professionals to locate and access library resources easily without wastage of time energy and times.

## 2. Background of studies

**Rajput & et al (2008)** Libraries have started using advanced information technology in providing services to the users. Online Public Access Catalogue is one of the services that to being provided by the Devi Ahilya University Library. The study is an attempt to know the use of Online Access Catalogue by the users. The study revealed that the tool is useful and at the same time respondents felt that there must be someone near the OPAC to help in retrieving the required documents. Examines the utilization and satisfaction of users about OPAC and highlights the suggestions made by the users for the further improvement. **Mulla & Chandrashekara (2009)** evaluate the effective use of Web Online Public Access Catalogue (Web-OPAC) in engineering college libraries in Karnataka. Web-OPAC is one of the major services. The present study is an attempt to know the use of web-OPAC by the users. The study says that the tool is useful and at the same time respondents felt that there must be user orientation needed for the Web-OPAC, to help in retrieving the required documents. Examines the utilization and satisfaction of users about Web-OPAC and highlights the suggestions made by the users for the further improvement. **Islam & Ahmed (2011)** assess Dhaka University students' perceptions of ease-of-use and their satisfaction with University Library's online public access catalogue (DUL OPAC). The results students are overwhelmingly satisfied with the DUL OPAC. Although there are some differences in students' perceptions of and satisfaction with the university OPAC, a formal task-based usability testing and adopting a user-centered design can ensure the usability of the OPAC in the future. Study suggested some heuristic guidelines for designing interfaces for online catalogues. Originality/value – This is the first time an effort has been made to assess students' perceptions of and satisfaction with a library OPAC in Bangladesh. The authors feel this study may encourage more such research on usability evaluation of OPACs in Bangladesh and beyond. **Kumar & Vohra (2011)** examines Online Public Access Catalogue usage by the students and faculty of Panjab University Library, Chandigarh. OPAC, an information retrieval system, has revolutionised access to bibliographic information through search capabilities such as keyword searching, Boolean searching, truncation, proximity searching, and item identity number searching. The various aspects of OPAC such as frequency of use, purpose, ease of use, satisfaction level, etc. An attempt is also made to explore the reasons for the least used search options of OPAC. 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 utilising full features of OPAC. **Madhusudhan& Aggarwal (2014)** examine the various features and components of web-based online public access catalogues (OPACs) of IIT libraries in India with the help of a specially designed evaluation checklist. The study explored different features of web-based OPACs, of which page layout received the highest average scores with 93.33 percent, it is hoped that the libraries at the IITs will attend to the lacunae and soon develop fully functional web-based OPACs with Web 2.0 and 3.0 technologies. Author says will not only guide study librarians and other newly established institutions but also ILMS vendors, so that

they can overcome the limitations faced by users and improve their products as OPAC 2.0. This will also help the in-house web-based OPACs of IIT Kanpur and IIT Roorkee to compete with other reputed ILMS-based OPACs. **Ahmad (2014)** highlights the library software awareness with special focus on OPAC Vs card catalogue among the users of Indian Institute of Technology (IIT) Delhi, IIT Kanpur, and Kashmir University. Author says that the Kashmir University has successfully installed RFID technology through Virtua; but, the same is yet to take place fully in the select IITs. However, the majority of users in select IITs are using OPAC, while as the usage of OPAC in Kashmir University is comparatively lesser and study is that all the select libraries are still maintaining card catalogues, though used very less. The present study will be useful to enhance the usage of OPAC in the select libraries. It will also serve as a tool for other libraries to analyse the features and facilities of leading indigenous and international software package for selecting the suitable software.

### 3. Research objectives

1. To study the profile of the users of B G S Institute of Technology libraries such as: gender, age, department and frequency of library visit etc.
2. To know the use of OPAC in B G S Institute of Technology.
3. To find out the purpose of using OPAC in B G S Institute of Technology
4. To know the gender wise awareness of OPAC services
5. To determine the users satisfaction on OPAC services in B G S Institute of Technology.
6. To find out the problems faced by the students while using OPAC in B G S Institute of Technology

### 4. Scope and limitations

This study is confined to use and user satisfaction on Online Public Access Catalogue (OPAC) services at B G S Institute of Technology is an attempt has made to study its origin, development and aim to fulfill the needs of faculty.

### 5. Methodology and survey design

In this present study survey method was used to collect the required. A set of questionnaires were distributed to the students and teachers in order to collect free and frank opinions about the use and user satisfaction on Online Public Access Catalogue (OPAC) services at B G S Institute of Technology. The questionnaires were simple and open ended with the assurance that the data collected will be kept confidential and used for study purpose only. The analysis and interpretation of the data is presented in the subsequent sections.

### 6. Results and discussions

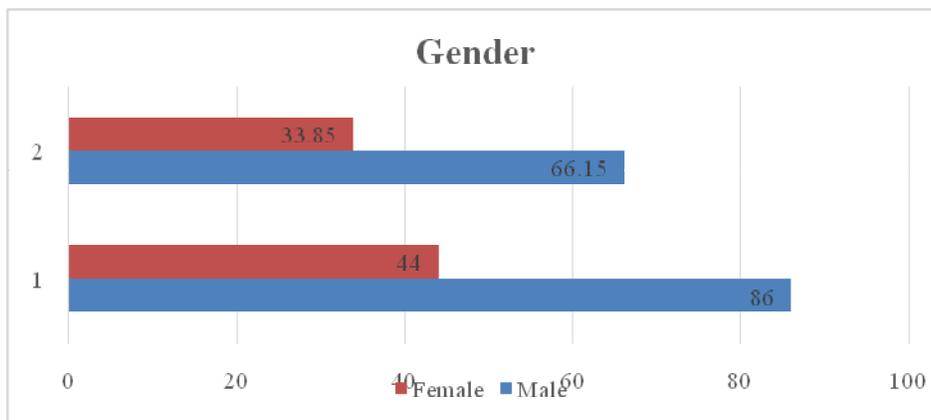
The results and discussion of the present study are given in the following paragraphs in a systematic manner.

**6.1. Gender**

The gender wise status of users is shown in table 6.1. It may be seen from the table that majority of the respondents numbering 86 (66.15 %) are male and the remaining 44 (33.85%) are female respondents.

**Table 6.1  
Gender of the Users**

S/N	Gender	No. of Responses	Percentage
1	Male	86	66.15
2	Female	44	33.85
<b>Total</b>		<b>130</b>	<b>100.0</b>



**Fig. 1: Gender of the Users**

**6.2. Age of the Users**

The Age wise distribution of respondents is shown in table 6.2. The age of the users is arranged in different ages, ranging between 25 and 46 years. It is clear from the table that majority of the respondents numbering 44(33.85%) are in the age group of 26 – 30 years. The respondents below the age group of 31-35 years scoring 30 (23.08%) are the second largest. About 22(16.94%) engineering college users fall into the age group of 36 – 40 years. A very few respondents accounting 12(9.23%) are under the age group of <25 years and finally8(6.15%) of them fall under 46> years age group. The table clearly shows that the age group of users between 26 and 30 are in the highest percentage.

**Table 6.2 Age of the Users**

S/N	Range of Age	No. of Responses	Percentage
1	<25	12	9.23
2	26-30	44	33.85
3	31-35	30	23.08
4	36-40	22	16.94
5	41-45	14	10.75
6	46>	8	6.15
<b>Total</b>		<b>130</b>	<b>100.0</b>

### 6.3. Departments Wise Users

Department wise of the respondents is presented in table 6.3. The table shows that, of the 130 respondents, nearly 35 (26.93%) users are from the department of Electronic & Communication Engineering.; 32 respondents are from the department of Computer Science & Engineering representing 24.61 percent; 16 (12.31%) respondents are from the department of Mechanical engineering; 15 (11.54%) users are from the department of civil engineering and basic science, a very few respondents scoring 12 (9.23%) are from the department of Information Science and Engineering, and only 5 respondents representing 3.84 percent of from the department of Business Administration.

**Table 6.3  
Departments of the Users**

S/N	Departments	No. of Responses	Percentage
1	Civil Engineering	15	11.54
2	Computer Science & Engineering	32	24.61
3	Electronic & Communication Engineering	35	26.93
4	Information Science and Engineering	12	9.23
5	Mechanical engineering	16	12.31
6	Master of Business Administration	5	3.84
7	Basic Sciences	15	11.54
<b>Total</b>		<b>130</b>	<b>100.0</b>

Thus majority of the respondents amounting 35 (26.93%) are from the department of Electronic & Communication Engineering.

### 6.4. Frequency of Library Visit

The frequency of library visit by the B G S Institute of Technology users is given in table 6.4. The table reveals that 48(36.92%) respondents visit the library daily; about 36(27.69%) visit the

library once in two days; nearly 18(13.85%) visit library once a month; only 14(10.77%) of them visit the library once a weeks; 12(4.2%) of them visit the library rarely; 2 respondents, scoring 1.54 percent never visit library.

**Table 6.4**  
**Frequency of Library Visit**

S/N	Frequency of library visit	No. of Responses	Percentage
1	Daily	48	36.92
2	Once in two days	36	27.69
3	Once a week	14	10.77
4	Once a month	18	13.85
5	Rarely	12	9.23
6	Never	2	1.54
<b>Total</b>		<b>130</b>	<b>100</b>

## 6.5. Purpose of using OPAC

The BGSIT users visit library for various purposes, like to locate the books in the library; to find the bibliographical details; to know whether a particular book is on the shelves or not? etc. The table 6.5 explained about the purpose of using the OPAC in B G S Institute of Technology library. Many respondents scoring 36(27.69%) says to locate the books in the library, followed by 20.77% to to find the bibliographical details, 16.15% to know whether a particular book is on the shelves or not?, 13.85% to know about a document without visiting library and 12.31% of the respondents says compile bibliography of books on a particular subject, and finally 9.23% respondents have some other purpose in consulting the OPAC.

**Table 6.5**  
**Purpose of using OPAC**

S/N	Frequency of library visit	No. of Responses	Percentage
1	To locate the books in the library	36	27.69
2	To find the bibliographical details	27	20.77
3	To know whether a particular book is on the shelves or not?	21	16.15
4	To compile bibliography of books on a particular subject	16	12.31
5	To know about a document without visiting library	18	13.85
6	Any other	12	9.23
<b>Total</b>		<b>130</b>	<b>100</b>

## 6.6. Gender wise awareness of OPAC services

Table-6.6 depicted the gender wise awareness relating to OPAC and its services among engineering students. 75(57.69%) female students were aware about the OPAC and its services, whereby 55 %( 42.31) male students were aware of the OPAC. It is thus analyzed that male students were more aware then their female counterpart.

**Table 6.6**  
**Gender wise awareness of OPAC services**

S/N		No. of Responses	Percentage
1	Male	75	57.69
2	Female	55	42.31
	<b>Total</b>	<b>130</b>	<b>100</b>

## 6.7. Level of satisfaction on OPAC service

Department wise level of satisfaction on the OPAC service of the B G S Institute of Technology respondents is presented in the table 6.7. nearly35(26.93%) users are from the department of Electronic & Communication Engineeringand Computer Science & Engineering representing 32(24.61%)were highly satisfied with the performance and the quality of OPAC Services;followed by Mechanical engineering 16 (12.31%); civil engineering and basic science 15(11.54%)of the faculties are partially satisfied.

**Table 6.7**  
**Level of satisfaction on OPAC service**

S/N	Departments	No. of Responses	Percentage
1	Civil Engineering	15	11.54
2	Computer Science & Engineering	32	24.61
3	Electronic & Communication Engineering	35	26.93
4	Information Science and Engineering	12	9.23
5	Mechanical engineering	16	12.31
6	Master of Business Administration	5	3.84
7	Basic Sciences	15	11.54
	<b>Total</b>	<b>130</b>	<b>100</b>

## 6.8. Problems faced while using OPAC

**Table 6.8**  
**Problems faced while using OPAC**

S/N	Problems faced while using OPAC	No. of Responses	Percentage
1	Lack of skills to use OPAC independently	36	27.69
2	Lack of awareness about OPAC	10	7.69
3	Lack of proper guidance to use OPAC	23	17.69
4	Less No of OPAC terminals in the book section and sections	8	6.15
5	Book not in proper place as indicate in the OPAC	18	13.85
6	Lack of support from library staff	35	26.93
	<b>Total</b>	<b>130</b>	<b>100</b>

There are many problems faced while using OPACs such as: Lack of skills to use OPAC independently; Lack of awareness about OPAC; Lack of proper guidance to use OPAC etc. It may be seen from the table that, 6.8 revealed that 36(27.69%) respondent find problem to use OPAC lack of skills to use OPAC independently, 35(26.93%) of them state lack of support from library staff, 23( 17.69) faced problems lack of proper guidance to use OPAC, and 18(13.85%) stated that book not in proper place as indicate in the OPAC and 10(7.69%) of them state say lack of awareness about OPAC and finally 8(6.15%) respondents indicated that less no of OPAC terminals in the book section and sections.

## 6. Summary of Finding:

The findings of the study are as follows

- Table 6.5 Many respondents scoring 36(27.69%) says to locate the books in the library and finally 9.23% respondents have some other purpose in consulting the OPAC.
- Table 6.6 out of 75(57.69%) female students were aware about the OPAC and its services, whereby 55 %( 42.31%) male students were aware of the OPAC.
- Table 6.7 nearly 35(26.93%) users are from the department of Electronic & Communication Engineering and Computer Science & Engineering representing 32(24.61%) were highly satisfied with the performance and the quality of OPAC Services; and civil engineering and basic science 15(11.54%) of the faculties are partially satisfied.
- Table 6.8 revealed that 36(27.69%) respondent find problem to use OPAC lack of skills to use OPAC independently and 8(6.15%) respondents indicated that less no of OPAC terminals in the book section and sections.

## 7. Conclusion

OPAC is one of these services which help engineering college users to locate and access its resources easily. We can expect the better utilization of available library resources if users can make fully aware about OPAC and motivate users to use it. The OPAC is a very important service for engineering college libraries, because this system has helped the users in their information seeking, as stated by the respondents. The search process in OPAC has more or less remained the same, as in the card catalogue but with increased access points, varieties of search features and increased complexity of the process. End-users are not only expected to have technical searching skills but also conceptual and semantic knowledge, relating to the query, in case of subject searching in order to articulate the query. OPAC is an instrument of change in today's libraries. Automated library system in general and specifically online catalogues will continue to be productive and enhance the usage of library collections. The OPACs of different organizations can be used as a union catalogue for better utilization of the resources in a region. Librarians must continue to play the role of an "Agents of Change" in the use of online catalogues.

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