

Use of Online Public Access Catalogue (OPAC) Among UG Students, Pg Students and Faculty Members of St. Ann's College :A Survey

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Abstract: The present paper describes about the sample survey conducted from the Under Graduate Students, Post Graduate Students, and Faculty Members of St. Ann's College for Women, Mehdiapatnam, Hyderabad. For this the questionnaire was circulated among the 150 users but the response was received from 137 respondents which is 93.3%. The paper also discuss about the objectives of the study review of literature and presents data in tabular forms with analysis and interpretation of each table. The Study reveals that maximum UG Students use OPAC which comes to 55.5%.

The Study also highlights that 98.5% users are aware of use of OPAC and searching through title index is the most favoured as this approach was used by 72.9% users. The Study also points out that only 8% users are not satisfied with existing facility of OPAC while 38.7% respondents find that library staff is always there to help them..

Key Words: User Awareness, Users Satisfaction, On screen help and Users Satisfaction Level

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I. INTRODUCTION

The Libraries Usually Provides the information for the users. Library is a place where teachers students and other community of the users acquire information for the benefit of their academic performance. In the rapid changing world of information remote access to library documents and services is easier in the comparison of past scenario. The libraries are planned to help users.

The Library catalogue most important information retrieval system in the context of a library. The library catalogue provides facilities to the users in consulting and retrieval system in the context of a library. The library catalogue provides facilities to the users in consulting and retrieving the bibliographical details through some searching options. The latest tool of library catalogue is OPAC/Web-OPAC. OPAC/Web-OPAC is an online computerised bibliographic database which has a catalogue of documents such as book, journal, thesis, magazines, project reports audio video documents and other different types of reading material available in the library.

According to Helliger and Henderson "An Online Public Access Catalogue (OPAC) is library catalogue accesses via a computer terminal for the benefit of library users "According to O'Brien " An OPAC(online Public Access Catalogue) is a database of bibliographic records describing the holdings usually of one particular library. It allows searching by name, title and subject and offers online access through public terminals.

St. Ann's Library:

Objectives of the Study:

To study the use of OPAC among the UG students, PG students and faculty members.

The following objectives have been defined

- To study awareness about the OPAC
- To Discover the various searching options used by the users
- To acquire knowledge of using OPAC by Category and age wise distribution of the users
- To suggest the suitable measures to improve the facilities in the use of OPAC.
- To point out the problems faced by the users in the use of OPAC

Scope of the Study:

The scope of the study encompasses the usability of OPA by the users in St. Ann's College Library. The study includes the three categories of the users i.e. UG students, PG students and Faculty members in the college.

II. METHODOLOGY

The Survey method of research has been adopted to carry out the present study. Keeping in mind the objectives of the study the questionnaire methods was used to collect the data. Besides, questionnaire methods, observation and interview techniques were also used in the study. The genuine data was collected from the respondents personally by the researcher. In this study a sample of 150 questionnaire was taken and distributed in the users but only 137 users responded back.

III. REVIEW OF LITERATURE

The Computerization of cataloguing data has resulted in the library catalogue facility for the users Library Catalogue has made bibliographic information search more speedy and user friendly besides providing additional access points. A Number of studies are being conducted in different parts of the world on various aspects of use of OPAC. Some of such studies have been reviewed here.

Narang and Singh(2013) studied the use of online public access catalogue by the research scholars of Guru Nank Dev University, Amritsar .In this study majority of the information access (i.e73.7 per cent) used both the OPAC and Card catalogue. The study showed that 40.1 per cent users used it occasionally and 23.7% per cent one in a week while only9 percent used it daily.

Quadri (2012) investigated the use of OPAC among the four faculties of University of Kashmir as document retrieval toll a case study of the university of Kashmir. The majority of the users i.e.74.58% searched the library materials on the shelves directly followed by only60 percent through OPAC. The most general search strategy adopted by the users was author or title.

Yusuf (2012) studies the utilisation of the online public access catalogue(OPAC) at the Largos state polytechnic library in Nigeria. Most of the uses used it 36.94% per cent twice in a week. 100 percent of the users used it for finding information material from the library.

Data Interpretation and analysis :

✚ Use of OPAC By Category of Users

To Observe the use of OPAC, a survey was conducted among the users of St. Ann's College Library , Mehdipatnam, Hyderabad. In this survey a total 150 questionnaire were circulated among the UG Students, PG Students, and Faulty Members. Out of 150 a response of 137 respondents received back which comes 91.33%. Table No 1 shows that out of 137 respondents 55.5 % UG Students, 44.6% PG students where as Faculty members are 37.9% which is the lowest in the respondents.

Table1 : Category Wise use of OPAC

Category	No. of Respondents	Percentage%
UG Students	76	55.5
PG Students	61	44.6
Faculty Members	52	37.9
	137	100

✚ Age-Wise Distribution

The table indicates that maximum users o OPAC are between age group of 18-25 years which is 40.1% followed by the age group of 26-30 years which comes to 32.9% and minimum users are of age group of 31 years and above it which is 27%. It came to notice that who should use the library maximum .i.e. faculty members they visit the library minimum. If faculty members are not coming to the library, how they can use OPAC and other resources of the library.

Table 2: Age wise Distribution

Age	No. of Respondents	Percentage%
18-25	55	40.1
26-30	45	32.9
31 and above	37	27.0
Total	137	100

Awareness of OPAC

It is matter of great satisfaction that 98.5% respondents are aware of use of OPAC .It is because St .Ann's Library s using OPAC Facility since 2010. More over there is orientation program at the beginning of the session in which the library faculty through the lecture tells the new entrants how to be the members of the St.Ann's Library and how they can use the resources of it including use of OPAC.

Table3: Awareness of OPAC

Awareness	No. of Respondents	Percentage%
Yes	135	98.5
No	--	--
Some what	2	1.5
Total	137	100

Information Search Pattern

There are many indexes to search the specific inform from the OPAC such as author, tile classified, subject, place, publisher, year word in title and combination search. These searches are also shown in table no: 5 also. To find particular information from the holdings of the library use has either to know the surname of the author or tile of the book.

The books can be searched from the place of publication or though publisher. User can also search the book in case he/she know the only one word available in the title. If the user does not know anything mentioned above but wants to know the literature available in the field.

Table 5 Information Search Pattern of OPAC

Pattern	No. of Respondents	Percentage%
Author	67	48.9
Title	100	72.9
Classified	12	8.8
Subject	36	26.3
Place	17	12.5
Publisher	13	9.5
Words in title	32	23.4
Combinational Search	9	6.6

Purpose of the Using OPAC

The table No 6 described that why the respondents are using OPAC. What is their purpose i.e. whether they want to search OPAC to have the document for issuing or reading in the library or if the document is not available in the library but the library has purchase the same.

In that case they wanted to know its location of to whom it has been issued. The table shows that 52.5% uses OPAC to have the availability of documents in the library while only 15.3% respondents just want to search the OPAC to know the no. of copies available in the library.

Table- 6 Purpose of using OPAC

Purpose	No. of Respondents	Percentage%
Availability of the documents	72	52.5
Location of the documents	22	16.1
Bibliographical details of the document	22	16.1
To check the no. of copies available in the library	21	15.3
Total	137	100

Awareness about on screen help/user assistance

Most of the Library & Information Management Systems(ILMS) Software provides on screen help to the user so that they can easily search the required information without asking from other persons.

SCREEN SHOT

But the Table No 7 describes that 79.6 % respondents are not aware of this facility available in the OPAC.

Table 7 Awareness of on screen help/user assistance

Awareness	No. of Respondents	Percentage%
Yes	28	20.4
No	109	79.6
Total	137	100

✚ Satisfaction Level of users

As everyone knows that we are living in the digital Era. Though the orientation training is provided to every new user yet some of them not attend the same of may be not available by one or other reasons. Library staff is also there to help the users yet some of the users still do not know how to use OPAC. yet the survey shows that 35.3% users are very satisfied with the information available in the OPAC. while only 8% respondents are not satisfied with OPAC. facility.

Table 8 Satisfaction level of the users

Availability	No. of Respondents	Percentage%
Very satisfied	48	35.3
Satisfied	47	34.3
Partially Satisfied	31	22.6
Dissatisfied	11	8
Total	137	100

✚ Availability of library staff for Assistance

OPAC is available in St,Ann's College Library in which the or four library staff is always there. Moreover library faculty is also there to assist the users. Users take help of the library staff not only at OPAC but also at the CDROMs, Databases and E-resources hub.

The Table No 9 shows that 38.7% users find the library staff is always the required information the OPAC.

Table 9 Availability of Library Staff for assistance

Availability	No. of Respondents	Percentage%
Always	53	38.7
Usually	35	25.5
Occasionally	19	13.9
Never	30	21.9
Total	137	100

Suggestions:

At the end of the questionnaire, users are asked to provide suggestions to improve the OPAC facility at St,Ann's College Library. Some of the important suggestions are given as under

- Touch screen computers should be installed with advanced features
- At least One OPAC Terminal Should Be Installed With
- The Desktop OPAC Terminals should not be overloaded with the files and folders.

IV. CONCLUSION

Most of the college libraries are providing the OPAC facility for their users. Such types of studies are very much importance for the college libraries as the library administrator come to know about the usefulness as well the weakness of the system. At the same time library professionals also come to know about the perspectives of the users in terms of seriousness and importance of the library and problems facing in using the new technology in the library.

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