USE OF OPAC IN
UNIVERSITY LIBRARIES OF DELHI

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Abstract

The present study explains the OPAC use in the university libraries of Jamia Hamdard and Jamia Milia Islamia. In this study, survey approach was used, in which, 366 questionnaires were administered among postgraduate students, research scholars and faculty members of both the universities for collecting the data, which reveal that the maximum number of users (94.8%) in both the university libraries was aware of OPAC services. In JH, 41.1% of the users learnt the use of OPAC through orientation or training program, while only 39.7% of the users in JMI learnt OPAC use by friends and colleagues though the purpose of the users in both the universities was similar and title approach was their most favorable searching method.

Keyword: OPAC, User Awareness, User Satisfaction

1.0 Introduction

Information has an important role in the life of every human being as it is very useful for community, educational and technological development. Managing information usually comes within the domain of library, which makes efforts to carry out all information necessities of users through proper recognition, selection, acquisition, organization, retrieval and dissemination systems.

A library has organized many documents like books, thesis, manuscripts, periodicals, pamphlets, maps, motion pictures, tapes and other printed and non-printed materials. It can be well imagined that what will happen if these documents are not prepared systematically. Even if, they are organized on shelves properly, no person whether user or staff will be able to know and remember what documents are available in the library, if the person does not know the subject of the required documents, thus, there is need an information retrieval system, which is able to reveal what the library has and whether a particular document is available in the library. This information retrieval system should fulfill all the search approaches about the documents like author, title, publisher, call number, etc. Such a retrieval system in the context of a library is called library catalogue. Compilation of a list of documents or printed materials according to a set of rules so as to enable the consulter to know what items are available and from the class number or other means of identification, where they may be found (Harrods, 2008). Library catalogue is an essential tool as it is an index or a key to the collection, containing an entry representing each item (Clark, 2000). Various types of library catalogue are used to find out the desired information of user community in the library. Traditionally, book catalogue, sheaf catalogue had been used in libraries for knowing about library collection. After these catalogues, the new system of card catalogue was adopted by the library and it worked very well for quite a long time during 20th century. The card

catalogue fulfills the various approaches of the users like author, title, subject, call number, etc. Card catalogue was quite useful tool of information retrieval system of the library.

With the introduction of computers in libraries, various library activities started automation. Catalogue is the earliest component of library to be computerized. With the passage of time and increased reliability of computerized catalogue, the system was opened for users. The interface was made more users friendly so that a person with minimum exposure to computers could use it conveniently. This provision of making available bibliographic records of library holdings to the users for their search through different approaches is called Online Public Access Catalogue (OPAC). The library staff and the users can access it with the help of computers within the library or within campus wide intranet.

2.0 Objectives of the study

- To understand the awareness among the users about the OPAC in the university libraries of Jamia Hamdard and Jamia Milia Islamia
- To examine the purpose of use of OPAC by the users in both the university libraries
- To identify the frequency of use of OPAC by the users in both the university libraries
- To find out the problems faced by the users in the use of OPAC
- To assess the use of various searching facilities of OPAC by the user

3.0 Review of literature

Review of literature is essential before the start of writing about research at any level as it is basic homework, which is assumed to have been done vigilantly and a given fact in all in all theses and research papers. It helps the researcher to find a general idea of his research.

A study on OPAC use in University of Agriculture, Abeokuta, Nigeria reveals that OPAC was mostly used by the students and academic staff and 76.57% undergraduate students were aware of the benefits of OPAC system (Oduwale et al., 2002). Islam (2010) studied the use of catalogue by undergraduate students in library of Dhaka University, Bangladesh and found that majority of the students were not aware of library catalogue and its uses, as a result, majority of the respondents never used catalogue. Kumar et al. (2014) studied the use of OPAC among postgraduate students, research scholars and faculty members of CCS H.A.U., Hisar and reveals that almost all the users were fully aware of it. Studies on the use of online public access catalogue in Central Library of Kurukshetra University reveal that almost all the faculty members of the university were aware about library OPAC searching facility followed by research scholars and students (Kumar, 2016).

Study on OPAC exploration in School of Engineering, Tezpur University reveals that 51.03% respondents used OPAC everyday to locate document on shelves (Gohain and Saikia, 2013). Study on the use of OPAC at CCS H.A.U., Hisar reveals that 52.5% of the users make use of OPAC to know the availability of the documents in the library, while only 15.3% use OPAC to know the number of copies available in the library (Kumar et al., 2014). A study conducted by Veena et al. (2015) on online public access catalogue OPAC facility at SVC College, Bantwala, Manglore reveals that 36.22% of the users were using OPAC to locate the documents on shelves, followed by 25.86% to check the availability of the documents.

Bamidele et al. (2014) investigated the awareness and use of OPAC by Faculty Members of Babcock University, Nigeria and noted that only 26% of the respondents used OPAC independently to retrieve library information resources and majority of the respondents retrieved library information resources by perusing through the shelves and seeking assistance from the library staff. Study conducted by Kumar et al. (2014) on the use of OPAC at CCS H.A.U., Hisar shows that title search was the most favorable search among the users (72.9%) followed by the author search (49.9%). Study on OPAC in Law

University Libraries of South India reveals that 28.3% of the respondents used OPAC quite a lot (Devendra and Nikam, 2014).

Study on OPAC in Law University Libraries of South India reveals that majority of the respondents strongly agreed that they searched their required text and reference books in their library through OPAC (Devendra and Nikam, 2014). Study on OPAC at SVC College, Bantawala, Manglore reveals that 37.07% of the users used OPAC by author search and 28.44% by title search (Veena et al., 2015).

In public libraries of Chandigarh, Kumar and Mahajan (2015) observed that there was a lack of computer skills, awareness among the users and proper orientation from the library staff in usage of OPAC. Study on the use of OPAC at Punjabi University, Patiala shows that 57.5% users were found to face difficulty in handling OPAC and 30% of the users to have lack of knowledge about the use of OPAC (Kaur and Kathuria, 2015). Study on the use of OPAC at BGS Institute of Technology reveals that lack of skills to use OPAC independently and lack of support from library staff were the main problems for not using it (Shivakumaraswmay and Narendra, 2016).

4.0 Research Methodology

Survey method was adopted for the present study to collect the data from the users. Keeping in view the specific objectives of the study, two questionnaires, *i.e*. (i) for library staff to get general information about the library system and (ii) for users to get information such as awareness and use of OPAC, frequency, purpose of use, problems faced and suggestion, were prepared. Besides, questionnaires, interviews and observation method were also used in the study. The authentic data were collected from the users personally in the month of October 2015. In this study, a sample of 400 questionnaires was taken and administered among the users but only 366 questionnaires were selected for the study.

5.0 Data analysis and interpretation

Table 1: Frequency of users (%) visited library

Frequency	JH	JMI	Overall total
Total users	**175**	**191**	**366**
Daily	21.1	19.9	20.4
Biweekly	29.1	43.5	36.6
Weekly	13.7	22.0	18.3
Rarely	24.0	10.5	16.9
Never	12.0	4.2	7.9

The data in Table 1 indicate the percentage of users visiting libraries in both the universities of JH and JMI. Out of 175 library users of JH, 21.1% of the users visit the library daily, 29.1% biweekly, 13.7% weekly, 24.0% rarely and 12.0% never visited the library, while out of 191 library users of JMI, 19.9% of the users visit the library daily, 43.5%, biweekly, 22.0% weekly, 10.5% rarely and 4.2% never visited the library, respectively. Based on overall responses 366, 20.4% of the users visited the library daily, 36.6% biweekly, 18.3% weekly, 16.9% rarely and 7.9 never visited the library.

Table 2: Users (%) visited library for various purposes

Purpose	JH	JMI	Overall response
Total users	**175**	**191**	**366**
Updating knowledge	31.4	28.2	37.7
Reading newspaper	34.2	40.8	39.0
For Xerox	40.0	38.2	36.0
Studying	34.2	37.7	32.5
Searching materials	25.1	39.7	32.7

The data in Table 2 depict the percentage of users visited for various purposes in both the university libraries of JH and JMI. In JH, out of 175 and 191 library users of JH, 31.4% of the users visited the library for updating their knowledge, 34.2% for reading newspapers, 40.0% for getting the documents Xerox, 34.2% for studying and 25.1% for searching their desired reading material, while out of 191 library users of JMI, 28.2% of the users visited the library for updating their knowledge, 40.8% for reading newspapers, 38.2% for getting the documents Xerox, 37.7% for studying and 39.7% for searching their desired reading material. Based on overall response in both universities of JH and JMI, 37.7% of the users visited the library for updating their knowledge, 39.0% for reading newspapers, 36.0% for getting the documents Xerox, 32.0% for studying and 32.7% for searching their desired reading material.

Table 3: Library users (%) awareness of OPAC service

Aware	JH	JMI	Overall response
Total users	**175**	**191**	**366**
Aware	97.7	92.1	94.8

The data in Table 3 highlight the percentage of users aware of OPAC service in both the university libraries of JH and JMI. Out of 175 library users of JH, 97.7% of the users were aware of OPAC service, while out of 191 library users of JMI, 92.1% of the users were aware of OPAC service. Based on overall response in both the university libraries of JH and JMI, 94.8% of the users were aware of OPAC services in their respective libraries.

The data in Table 4 demonstrate the percentage of users learnt the use of OPAC through diverse sources in both the university libraries of JH and JMI. Out of 175 library users of JH, 34.8% of the users learnt the use of OPAC by making self efforts, 40.5% with the help of library staff, 36.0% taking help from friends or colleagues and 41.1% by attending orientation or training program on the use of OPAC, whereas, out of 32.4% of the users learnt the use of OPAC by making self efforts, 36.6% with the help of library staff, 39.7% taking help from friends or colleagues and 31.9% by attending orientation or training program on the use of OPAC.

Table 4: Library users (%) learnt the use of OPAC through diverse sources

Source	JH	JMI	Overall response
Total users	**175**	**191**	**366**
Self efforts	34.8	32.4	33.6
Library staff	40.5	36.6	38.5
Friends or colleagues	36.0	39.7	37.9
Orientation or training	41.1	31.9	36.3

Based on overall response in both the universities of JH and JMI, 33.6% of the users learnt the use of OPAC by making self efforts, 38.5% with the help of library staff, 37.9% taking help from friends or colleagues and 36.3% by attending orientation or training program on the use of OPAC.

The data in Table 5 demonstrate the percent users used the OPAC service for searching information in both the university libraries of JH and JMI. Out of 171 library users of JH, 29.8% of the users used the OPAC daily, 35.7% biweekly, 24.6% weekly, 9.4% rarely, while out of 171 library users of JMI, 41.5% of the users used the OPAC daily, 27.8% biweekly, 11.9% weekly, 18.8% rarely. Based on overall response in both the universities of JH and JMI, out of 366 library users, 33.8% of the users used the OPAC daily, 30.0% biweekly, 17.2% weekly, 13.3% rarely.

Table 5: Frequency of library users (%) used OPAC service

Frequency	JH	JMI	Overall response
Total users	**171**	**176**	**366**
Daily	29.8	41.5	33.8
Biweekly	35.7	27.8	30.0
Weekly	24.6	11.9	17.2
Rarely	9.4	18.8	13.3

The data in Table 6 denote the users' purpose (%) of using OPAC in both the university libraries of JH and JMI. Out of 171 library users of JH 28.0% of the users used OPAC for searching the availability of required document, 4.0% bibliographic details of particular document, 15.2% issuing status of particular document, 27.4% location of particular document and 8.1% number of copies of particular document, while out of 191 library users of JMI, 28.7% of the users used OPAC for searching the availability of required document, 14.6% bibliographic details of particular document, 19.9% issuing status of particular document, 33.5% location of particular document and 20.9% number of copies of particular document. Based on overall response in both the universities of JH and JMI, out of 366 library users, 27.8% of the users used OPAC for searching the availability of required document, 9.5% bibliographic details of particular document, 14.7% issuing status of particular document and number of copies of particular document and 30.3% location of particular document.

Table 6: Purpose of library users (%) using OPAC

Purpose	JH	JMI	Total response
Total users	**171**	**176**	**366**
Document availability	27.4	28.7	27.8
Bibliographic details	4.0	14.6	9.5
Document issued or not	14.8	19.9	14.7
Document location	26.8	33.5	30.3
Number of copies	8.0	20.9	14.7

The data in Table 7 represent the percentage of users used different search option in OPAC for searching the desired documents in both the university libraries of JH and JMI. Out of 171 and 191 library users of JH, 22.8% of the users used author search option in OPAC, 39.2% title search option, 0.0% subject search option and 2.3% call number search option, while in JMI out of 191 library users, 27.8% of the users used author and title search option, 18.8% subject search option and 16.5% call number search option. Based on overall total response, out of 366 library users, 24.3% users used author search option, 31.6% used title search option, 9.0% subject search option and 7.9% call number search option.

Table 7: Library users (%) using author search option in OPAC

Frequency	JH	JMI	Overall response
Total users	**175**	**191**	**366**
Author	22.8	27.8	24.0
Title	39.2	27.8	31.6
Subject	0.0	18.8	9.0
Call Number	2.3	16.5	7.9

The data in Table 8 denote the library users (%) faced problems while using OPAC in both the university libraries of JH and JMI. Out of 175 library users of JH, 32.5% of the users faced problems in handling because of their less awareness of OPAC features, 32.5% users felt slow processing speed of OPAC

terminals, 39.4% users realized lack of staff assistance, 23.4% users faced failure of power backup, 21.7% users observed the OPAC terminals limited and 30.2% users noted the OPAC terminals at unseemly location, while in JMI, Out of 191 library users of JMI, 35.0% of the users faced problems in handling because of their less awareness of OPAC features, 26.7% users felt slow processing speed of OPAC terminals, 28.2% users realized lack of staff assistance, 6.2% users faced failure of power backup, 28.2% users observed the OPAC terminals limited and 26.7% users noted the OPAC terminals at unseemly location.

Table 8: Library users (%) faced problems while using OPAC

Problems	JH	JMI	Overall total
Total users	**175**	**191**	**366**
Less awareness	32.5	35.0	33.8
Slow OPAC speed	32.5	26.7	29.5
Staff assistance	39.4	28.2	25.1
Power backup	23.4	6.2	14.4
Limited terminals	21.7	28.2	33.6
OPAC location	30.2	26.7	28.4

Based on overall response in both the universities of JH and JMI, out of 366 library users, 33.8% of the users faced problems in handling because of their less awareness of OPAC features, 29.5% users felt slow processing speed of OPAC terminals, 25.1% users realized lack of staff assistance, 14.4% users faced failure of power backup, 33.6% users observed the OPAC terminals limited and 28.4% users noted the OPAC terminals at unseemly location.

Table 9: Library users (%) satisfaction level on use of OPAC

Satisfaction level	JH	JMI	Overall total
Total users	**171**	**176**	**366**
Fully satisfied	27.5	40.9	32.5
Satisfied	42.1	34.1	36.0
Neither satisfied nor dissatisfied	5.8	7.4	6.2
Dissatisfied	9.4	9.1	8.7
Very dissatisfied	15.2	8.5	11.2

The data in Table 9 show the users satisfaction level on the use of OPAC in both the university libraries of JH and JMI. Out of 171 library users of JH, 27.5% of the users were fully satisfied with the present OPAC facilities, 42.1% satisfied, 5.8% neither satisfied nor dissatisfied, 9.4% dissatisfied and 15.2% of the users were very dissatisfied, while in JMI, 40.9% of the users were fully satisfied with the present OPAC facilities, 34.1% satisfied, 7.4% neither satisfied nor dissatisfied, 9.1% dissatisfied and 8.5% of the users were very dissatisfied. Based on overall response in both the university libraries of JH and JMI, 32.5% of the users were fully satisfied with the present OPAC facilities, 36.0% satisfied, 6.2% neither satisfied nor dissatisfied, 8.7% dissatisfied and 11.2% of the users were very dissatisfied.

6.0 Findings of the study

- 37.7% of the users visited the library for updating their knowledge and 39.0% for reading newspapers in both the universities.
- 31.6% used title search option for searching documents in both the universities.

- 32.5% of the users were fully satisfied with the present OPAC facilities in both the universities.
- 33.8% of the users faced problems in handling because of their less awareness of OPAC features in both the universities.

7.0 Conclusion

The main objective of this study was to intend the usability of OPAC in different university libraries of JH and JMI. Almost all the users of both the universities were using OPAC regularly and simultaneously, some of the users were facing little bit problems while using OPAC like less awareness of OPAC features, slow processing speed, staff assistance, lack of power backup, limited number of terminals and unseemly location of OPAC. The maximum number of the users realized that OPAC system must be simplified for searching documents and hyperlinked with e-resources. In both the states, some of the users were satisfied with the present OPAC facility and some of them were neither satisfied nor dissatisfied but almost all the users were satisfied with the awareness training programs organized by their respective libraries on the use of OPAC and realized that it must be organized more than twice in a year.

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