Use of OPAC in the University Library of GGIPU, Delhi

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Abstract - **The present study explains the use of OPAC in the university library of Guru Gobind Singh Inderparstha University, Delhi. In this study survey approach was used and 182 questionnaires were considered for the sample among postgraduate students, research scholars and faculty members for collecting the required data for the study. The study reveals that 39.1% of the users were using OPAC facility at daily basis, some of the users were using OPAC for finding the bibliographical details of the documents, some of the users prefer their search while using OPAC through author search approach, title search options, and 54.4% of the users were fully satisfied with the present OPAC facility, and some of them faced some problems like less awareness of OPAC system, inappropriate location of the OPAC terminals *etc.,* and unavailability of library staff near the OPAC terminals.**
Keywords: **OPAC, Boolean search, user awareness, uses satisfaction, bibliographic details**

I. INTRODUCTION

The Online Public Access Catalogue (OPAC) is an information retrieval system characterized by short bibliographic records, mainly for books, journals, and audiovisual materials available in a particular library (Thanuskodi, 2012). Ruzegea (2012) opines that 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 researchers and students in their learning process. Ariyapala, P.G. and Edzan 2004 also stated that unaware of other search techniques, there is a tendency for errors, which results in inefficient use of the OPAC. Mulla and Chandrashekara (2009) highlighted that OPAC has made the library collection, easily accessible to everyone by breaking the physical boundaries of the library. As added features, some libraries will allow patrons to request items from another library through inter-library loans service provided via the OPAC. Besides, it is used to locate books, electronic materials, required information resource is available in the library or not, compiled bibliographical list of books on a particular subject and check the number of copies (Bamidele, *etc*., 2014) (Ukpebor, 2011) stated that OPAC provides wider access, since users can retrieve information from any participating library or even search online from their home computer with direct access to a library bibliographic database through the use of terminal searchable through a variety of access points

greater than those available through card form catalogue and it is searchable with a common command language, which may be transferred when the public moves from one library to another, display search result in readily understandable form, Provides useful link to different databases and multiple users can query the database simultaneously. To improve the use of OPAC, (Kaur and Sharda, 2010) strongly advocated that librarians should assist users in learning the use of OPAC, search engine, e-mail and CDROM techniques and inform library users of the web sites available through the various networks.

II. STATEMENT OF THE PROBLEM

The University Information Resources Centre (Library) of GGIPU, Delhi provides catalogue-accessed facility for a long time. In this library, some users use OPAC facility and others use Web-OPAC, while some directly go to the document stack room area for accessing their required documents. It may be possible that some users use of OPAC and its various provisions, and sometimes, they do not get help from library staff. Moreover, they might not have attended any training program or the libraries have not organized any training or orientation program on the use of library Catalogue. These may be some of the problems that cause less or non-use of catalogue. Therefore, the present study was intended to understand the use of OPAC in GGIPU, Delhi and make certain suggestions for the improvement of library catalogue facility provided by this library. The study also provides an opportunity to know the utilization of OPAC services to the concerned university libraries for solving the problems faced by the users.

III. ABOUT GGIPU, DELHI

Guru Gobind Singh Indraprastha University was established in July 1998 by an Act of National Capital Territory Government, Delhi. It was conceived as a teaching and affiliating University with explicit objective to facilitate and promote professional and technical education, research and extension. The university library started its services from the inception of University and moved to its new building at Dwarka Campus in January 2011 with prime responsibility to supplement the educational and knowledge needs of the students, researchers and its faculty members. UIRC is

subscribing 340 print journals and magazines and providing more than 50000 books mainly focusing on Science, Technology and Management (STM) for its users. In order to supplement and complement the print resources, UIRC is subscribing e-resources for almost all the School of Studies. Moreover, access to these resources is also provided off campus on the request of faculty members (http://www.ipu.ac.in/library.php).

IV. OBJECTIVES OF THE STUDY

The study was carrying out to the sight of the users in the university library of GGIPU, Delhi about the performance of their OPAC systems and the specific objectives of the study are;

1. To know the frequency of visit 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.

V. SCOPE OF THE STUDY

The scope of the study is limited on the use of OPAC by the users in GGIPU, Delhi. The study comprises the user's *i.e.* faculty members, research scholars and postgraduate students in the university. The regional centers and affiliated colleges have been from the study.

VI. RESEARCH METHODOLOGY

Survey method has been adopted for the present study to collect the data. 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*. Besides, questionnaires interviews and observation method were also used in the study. The authentic data was collected from the users personally by the researcher in the month of October, 2015. In this study, a sample of 250 questionnaires was taken and administered among the users but only 182 selected for the study.

VII. REVIEW OF LITERATURE

A. Awareness and Use of OPAC

Kumar *et al*. (2014) studied the use of OPAC among postgraduate students, research scholars and faculty members of CCS H.A.U., Hisar and noticed that almost all the users were fully aware of it. In Babcock University, Nigeria, majority of the respondents (71.4%) was not aware that OPAC can be used to retrieve materials before coming to the library and 65.8% of the respondents were not aware that they could access web-based OPAC with their mobile phones before coming to the library to borrow materials, while 59.2% of the respondents were not aware that the materials available in Babcock University library could be accessed outside the library building (Bamidele *et al*., 2014). Study on OPAC at Punjabi University, Patiala reveals that 53.41% of the users were aware about OPAC (Kaur and Kathuria, 2015). Fati and Adetimirin (2015) studied the OPAC awareness and use by the undergraduates in two Nigerian libraries, in which, there was a significant relationship between the awareness and use of OPAC, and OPAC awareness among the undergraduates in both the universities was high but their level of OPAC use was low. Study on OPAC in Sri Lankan university libraries reveals that majority of the users was unaware about the facilities provided by the library (Li and Wanigasooria, 2015). Studies on the use of OPAC 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).

B. Users Satisfaction Level Regarding OPAC

Study on OPAC at Guru Nanak Dev University, Amritsar explains that majority of the users was satisfied with the assistance services rendered by the staff (Narang and Singh, 2013). Study on OPAC use at CCS H.A.U., Hisar reveals that 35.3% of the users were very satisfied from the present OPAC services provided by the Nehru Library, while 8% of the users were unsatisfied and 38.7% of the users said that library staff was always available near the OPAC terminals to help the users (Kumar *et al*., 2014). Kumar and Mahajan (2015) studied the usage of OPAC in Chandigarh public libraries, in which, they found most of the users satisfied with the OPAC and its services but found unaware about OPAC services. In an OPAC study at Punjabi university, Patiala, Kaur and Kathuria (2015) found the almost users satisfied with the present display search results of OPAC.

C. Purpose of Use And Relevance of OPAC

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). Study conducted by Sujatha (2014) shows that majority of the users (74.19%) explored OPAC facilities for choosing reading materials, to check whether the required books are available or not and to locate books in the library. Majority of the OPAC users at Punjabi University, Patiala were using OPAC only to check the availability of documents in the library (Kaur and Kathuria, 2015). A study conducted by Veena *et al*. (2015) on OPAC facility at SVC College, Bantwala, Mangalore 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 documents. Study on OPAC use at Central Library of Kurukshetra University reveals that the

maximum users were using OPAC for finding the latest books on their subjects or for confirming the status of existed books available in the library (Kumar, 2016).

D. OPAC Searching Facilities

Study on the use of OPAC at Kakatiya University Library Warangal, Telangana shows that 66.93% of the users searched their desired documents with author approach and 61.29% with subject approach (Sujatha, 2014). Investigation on the use of OPAC at Punjabi university, Patiala shows that 40.35% of the users searched OPAC through title approach and 33.33% by author approach (Kaur and Kathuria, 2015). Study on the use of OPAC at SVC College, Bantawala, Mangalore reveals that 37.7% of the users used OPAC by author search and 28.44% by title search (Veena *et al.*, 2015).

E. Problems Encounter in the Use 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). 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 OPAC at SVC College, Bantawala, Mangalore reveals that few of the library users were facing some problems such as lack of skills, less awareness, lack of computer skills, *etc*. while using OPAC (Veena, *et al*., 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**).**

VIII. DATA ANALYSIS AND DISCUSSION

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	Percentage
Faculty member	26	14.3%
Research Scholar	70	38.5%
Postgraduate	86	47.3%
Total	182	100%

The data in Table 1 show the analysis of data regarding the category of users such as faculty members, research scholars and postgraduate students. 26(14.3%) of the users were faculty members, 70(38.5%) research scholars and 86(47.3%) postgraduate students. This data shows that postgraduate students were using OPAC more in the comparison of research scholars and faculty members. It

might be possible that small representation of faculty member's response was their busy schedule in teaching, research and other academic activities.

TABLE 2 GENDER WISE DISTRIBUTION ON THE USE OF OPAC

Gender	IPU	Parentage
Male	120	65.9%
Female	62	34.1%
Total	182	100%

The data in Table 2 show that gender wise distribution of the users and noticed that male users were slightly more in the comparison of females. The above table also shows that out of 182 users, 120(65.9%) belongs to male category, followed by 62(34.1%) female. However, the ratio was sign of major difference in gender sensitivity.

TABLE 3 FREQUENCY OF USE OF OPAC

Frequency	Respondents	Parentage
Daily	71	39.0%
Twice or more in a week	69	37.9%
Weekly	22	12.1%
Rarely	20	11%

The data in Table 3 depict the frequency of use of OPAC. 71(39.0%) of the users were use of OPAC at daily basis, followed by 69(37.9%) of the users twice or more in a week, weekly 22(12.1%) and rarely 20(11%). Therefore, it can be analyzed that more number of users were use of it at daily basis or twice or more in a week for consulted the documents in the library.

TABLE 4 PURPOSE OF USE OF OPAC

Purpose	Respondents	Parentage
To Check document availability	41	22.5%
Finding bibliographical details	59	32.4%
Document Issued or No	50	27.4%
Locate the Documents	56	30.7%
Check number of copies	31	17.0%

The data in Table 4 show the purpose of use of OPAC in the library and different aspects were also analysed by using questionnaires. The above table show that 59(32.4%) of the users were use of OPAC for finding bibliographical details of the documents, followed by 56(30.7%) of the users were use of it to locate the documents in the library, 59(27.4%) of the users were use of it to know the particular document was issued or not, 41 (22.5%) of the users were use of it to check the particular document is available in the library or not and 31 (17.3%) of the users use of it to check the number of copies available in the library.

The data in Table- 5 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 68(37.4%) of the users use of author search approach

frequently, followed by 49(26.9%) very frequently, 3519.2%) occasionally and 30(16.5%) never use of author search approach.

TABLE 5 FREQUENCY OF SEARCH OPTIONS ON THE USE OF OPAC

Frequency	Author	%	Title	%	Subject	%	Call Number	%
Very frequently	49	26.9%	42	23.1%	21	11.5%	3	1.6%
Frequently	68	37.4%	66	36.3%	30	16.5%	12	6.6%
Occasionally	35	19.2%	43	23.6%	45	24.7%	13	7.1%
Never	30	16.5%%	31	17%	86	47.3%	154	84.6%
Total	182	100%	182	100%	182	100%	182	100%

In case of Title search options 66(36.3%) of the users use of title search approach frequently, followed by 43 (23.6%), occasionally 42(23.1%) very frequently and 31(17%) never use of title search approach.

In case of subject search options 86 (47.3%) of the users never use of subject search approach, followed by 45(24.7%) occasionally, 30 (16.5%) frequently and 21 (11.5%) never use of author search approach.

In case of call number search options majority of the users *i.e.* 54 (84.6%) never use of this search options, followed by 13 (7.1%) occasionally, 12 (6.6%) frequently and 3 (1.6%) very frequently use of call number search options.

TABLE 6 FREQUENCY OF FIND DOCUMENTS AFTER USE OF OPAC

Frequency	Respondents	Parentage
Always	65	35.7%
Most of Times	70	38.5%
Sometimes	26	14.3%
Never	21	11.5%
Total	182	100%

The data in Table 6 show the frequency of finding documents after use OPAC system. A question was asked from the users that how frequently do you find required documents after using OPAC and the users replied that 70 (38.5%) of the users most of times to get their required documents after use of OPAC followed by 65 (37.7%) of the users to get their required documents always after use of OPAC, 26 (14.3%) of the users replied that they get sometimes and 21(11.5%) replied that they never get their required documents after use of OPAC. The results shows that some of the users did not get their required documents from the library after use of OPAC it might be possible that due to misplace of the documents, and issued to other students, single copy of the documents *etc*.

TABLE 7 PROBLEMS FACED BY THE USERS ON USE OF OPAC

Problems	IPU	Parentage
Less awareness of OPAC	45	24.73%
Slow Processing speed	9	4.95%
Staff Assistance	21	11.54%
Power Backup	8	4.40%
Insufficient no. of Terminals	35	19.23%
Location of OPAC	42	23.8%

The data in Table- 7 show the problems faced by the users while use of OPAC and reveals that almost all the users are face some problems. 45 (24.73%) of the users face the problems of less awareness of OPAC feature, followed by 42 (23.8%) inappropriate location of OPAC systems, 35 (19.23%) insufficient number of terminals and 21 (11.54%) staff assistance, 9 (4.95%) slow processing speed and 8 (4.40%) power backup. It might be possible that the library could not be provided training programs and if provided some users did not attend it. This results support Islam (2010), who stated that lack of skill was the main reason for not using the OPAC system and it also support Rajput *et.al*. (2008) they found that shortage of terminals and slow query processing speed were the main problems faced by the users.

TABLE 8 SATISFACTION LEVEL ON THE USE OF OPAC

Satisfaction Level	IPU	Parentage
Fully satisfied	99	54.4
Satisfied	44	24.2
Satisfied nor Dissatisfied	32	17.58
Dissatisfied	7	3.8
Total	182	100

The data Table- 8 reveal 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*. the above

table shows that 99 (54.4%) of the users were fully satisfied with the present OPAC search facilities provided by the library, followed by 44 (24.2%) satisfied, 32 (17.58%) satisfied nor dissatisfied and remaining 7 (3.8%) dissatisfied with the present OPAC search facilities. Most of the users complaint that most of the time the library staffs were engaged in other library jobs.

IX. FINDINGS OF THE STUDY

1. 65.9% of the users belonged to male category while 34.1% female category.
2. 39.1% of the users use of OPAC facility daily, followed by 37.9% twice or more in a week.
3. 32.4% of the users' use of OPAC for finding bibliographical details of the documents, followed by 30.77% used it to locate the documents in the library.
4. 37.4% of the users use of author search approach frequently for search their desired documents, followed by 26.9% very frequently.
5. 38.5% of the users find their required documents most of times after use of OPAC followed by 37.7% always.
6. 24.7% of the users face the problems of less awareness of OPAC feature, followed by 23.8% inappropriate location of OPAC systems.
7. 54.4% of the users fully satisfied with the present OPAC search facilities provided by the library, followed by 24.2% satisfied.

X. CONCLUSION

Today all the university libraries are providing OPAC searching facility to its users to enhance the usage of their library resources. The user regularly comes to the OPAC with specific information about their interest area. This is due to the fact that students, research scholars and faculty members get up to date information about the material of the library. The use of OPAC by students has increased their information retrieval especially in the location of books and other library materials. This is evident in the fact that a greater percentage of the users were satisfied with their search outputs. The study reveals that users always find their desired documents after using OPAC system, and some of the users were facing some problems like less awareness of OPAC feature and improper location of the OPAC terminals *etc*., and the users were fully satisfied with the present OPAC searching facilities provided by the library.

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