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Use and Users Satisfaction on Online Public Access Catalogue (OPAC) Services among B.Tech. Students of School of Engineering in Tezpur University: 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 Tezpur University. This study attempted to investigate the frequency, purpose of use and to find out the problems faced by the B.Tech students while using OPAC. Attempt also made to investigate user's awareness about the benefit of OPAC service. The final result revealed that 51.03 %(199) respondents used OPAC everyday to locate document on shelves. 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. It is observed that of 76.67 %(299) respondents were aware that OPAC help borrowers to locate document by author, title or by subject on the shelves. It is also observed that 72.05 %(281) respondents aware that it help easy search different categories of documents such as book, thesis, report, back vol. etc. by changing the types of document categories. Finding revealed that satisfaction level of B.Tech students of school of engineering were quite encouraging and they were very much satisfied with the performance and quality of OPAC services.*

Keywords: OPAC, Catalogue, Library Catalogue, Information Technology, Online Public Access Catalogue, Tezpur University. Information Communication Technology, ICT.

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. LITERATURE SURVEY

Islam, M (2010) studied the use of library catalogue by undergraduate of the Dhaka University Library of Bangladesh. Finding revealed that majority of respondents were not aware of the library catalogue and use. As a result a majority of respondents never used the catalogue. Students prefer to borrowing book through the shelves to locate books, because there is no proper user education programme in the university to make proper use of library catalogue. Therefore author suggested on user's education programme to ease and facilities the use of catalogue. Ebiwolate, P. B. (2010) attempted to study the use of library catalogue by undergraduate students of Niger Delta University Library. Author suggested conducting

user's education programme at a regular interval and also on wide publicity on OPAC to create awareness among library users. Singh, R. P, Naidu G.H.S. and Jadon G.S. (2008) attempted to know the use and satisfaction of users about OPAC Online Access Catalogue provided by the Devi Ahilya University Library. The study revealed that the tool OPAC is useful and suggested there must be someone near the OPAC to help in retrieving the required documents. Kumar, S. and Vohra, R. (2011) investigated the use of Online Public Access Catalogue by the users at Guru Nanak Dev University Library, Amritsar (Punjab). The paper focuses on various aspects of OPAC such as awareness, frequency of use, frequently used access points, satisfaction level, etc. The findings revealed that most of the users use the OPAC to locate the documents despite facing some difficulties. However, majority of the users are not satisfied with the OPAC. The study suggests that the users should be made familiar with the use and operation of the OPAC by providing special training.. Nath , A. and Sharma, A, (2006) attempted to know the use of OPAC by the research scholars in AC Joshi Library, Chandigarh for this purpose with the help of questionnaire an attempt has been made in the present paper to identify the research scholar's opinion on the use of OPAC. Further an attempt has been made to highlight the findings of the study and based on the analysis of the data a few suggestions have been given. Mulla , K. R and Chandrashekara , M.(2009 attempted to know the use and satisfaction of users about Web Online Public Access Catalogue (Web-OPAC) in engineering college libraries in Karnataka.. Findings revealed 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. Authors examined the utilization and satisfaction of users about Web-OPAC and highlighted the suggestions made by the users for the further improvement Velmurugan V. S. and Amudha G. (2012) studied how introduction of computers in the field of Libraries and Information Centers has brought many changes. The Online Public Access Catalogue (OPAC) is a modern and flexible form of online catalogue and it serves as an index to full-text information. OPAC is considerably more user friendly than a card catalogue since it provides a variety of help to the users.. Narang Asha and Singh Sukhdev (2013)attempted to ascertain the use and opinion about OPAC in Bhai Gurdas Library, Guru Nanak Dev University, Amritsar by the research scholars. Information technology has played a crucial and constructive role in the modernization of information services. Findings revealed that OPAC significantly helped the users in speedily finding their required documents. Devendra and Nikam, K. (2013) studied the attitudes of two law university library users towards the use of OPAC/Web OPAC and located in Andhra Pradesh. Findings of the study revealed 62(50%) of the respondents were using OPAC/Web OPAC and 51(41.8%) respondents stated that their use of the OPAC/Web OPAC was not guided by library OPAC/Web OPAC. The analysis found that respondents have positive attitudes about the use of OPAC/Web OPAC service and facility.

3. SCOPE OF THE STUDY

University library invest huge amount every years on the collection development, processing, storage and dissemination of information resources to serve its users. All these efforts become useless, if these resources remain unused or failed to serve the purpose of the users. In this regard factors such as lack of aware about resources, problems in locating and accessing the required documents often create problems on the part of the users to use library resources effectively. But with the introduction of computer in the field of library and information centre has change the entire environment. It has brought dramatic changes in access and retrieval of information resources. In order to make users aware about the available resources and make these available to targeted user's, each university library offers many new technology base services. Online Public Access Catalogue (OPAC) one of

that service that are being provided by the all modern libraries. But introduction of new services is not enough if we don't conduct periodic user's studies. User studies is important to know how much user are benefited, whether it has served the purpose of the users, whether they are satisfied with the services and also to know the problems that they are encountering while using it. When we are using the advanced technologies, it therefore becomes necessary to know how far the users are utilizing the services. Obviously users study is required in order to access the performance on and quality of a service rendered to users. But and till date no study is being done in Tezpur University to know users attitude toward OPAC. Therefore, this study carried out at Central Library, Tezpur University. In this study only B.Tech. Students were taken into account, because academic background of these students is just 10+2 Passed and therefore assumed that they are not familiar with the OPAC services. The finding and suggestions of this study will help the libraries to improve performance and quality of OPAC services offered to its user's communities in the university library.

4. METHODOLOGY

This study used questionnaire based survey methods. 450 questionnaires were prepared and distributed among the B.Tech Students of different semester of school of engineering in the month of Nov 2012 –Jan.2013. Filled questionnaire received from 390 respondent's .i.e. 86.66% of target population. While distributing questionnaires attention was paid to ensure the B.Tech students of engineering of various semester were represent adequately in the population. For this purpose B.Tech students of school of engineering are also interviewed. Data collected through the questionnaires was organized, analyzed, tabulated and interpreted by using simple statistical method.

5. OBJECTIVE OF THE STUDY

1. To investigate the use of OPAC.
2. To find out the purpose of using OPAC
3. To find out the problems faced by the B.Tech students while using OPAC
4. To find out the students awareness about the benefits of OPAC services
5. To determine the users satisfaction on OPAC services.

6. TEZPUR UNIVERSITY: AT A GLANCE

Tezpur University was established in 1994. The Central Library, Tezpur University was established along with the establishment of the University. The library holds 53453 volumes of print documents and subscribed 906 titles of current journals (print 139, online 777). The UGC-Infonet Consortia of INFLIBNET Center & DELCON consortiums providing access facility to 8638 e-journals and eleven databases. The library also holds more then 1200 CDs/VCD scattering to different thought contents. Library users can access book database, thesis database, journal database, e-journals and other e-resources from any terminal within the University campus.

7. LIMITATION

In Tezpur University under school of engineering there are six different department, offers degree on B.Tech, M.Tech and P.hD programme. This study conducted among the B.Tech students of School of engineering. At present there is 2413 number of register users in central library. Out of these 640 users are from B.Tech and other register users are approximately 1773. B.Tech. students covered in this study are from the Department of Civil Engineering, Computer Science and Engineering, Electronics and Communication Engineering, Food Engineering and Technology and Mechanical Engineering. Department

of energy excluded from this study because this department offers only M.Tech and P.hD programme.

FINDINGS AND ANALYSIS:

Table I: Percentage of questionnaire responded

Sl.No.	Department	Questionnaire responded	Percentage
1	Computer Science & Engineering	109	27.95
2	Civil Engineering	98	25.13
3	Electronics & Communication Engineering	87	22.31
4	Energy	--------	----------
5	Food Engineering & Technology	22	5.64
6	Mechanical Engineering	74	18.97
	Total	390	100

Percentage of questionnaire responded

In order to conduct the survey 450 questionnaires were prepared and served among the B.Tech students visited central library, Tezpur University. Out of 450 questionnaires 390 respondents have responded to our questionnaires. Highest respond 27.95%(109) received from the Department of Computer Science and Engineering followed by 25.13%(98) Civil Engineering, 22.31%(87) Electronics and Communication Engineering, 18.97%(74) Mechanical Engineering and 5.64%(22) respondents from Food Engineering and Technology . No questionnaire was distributed in the department of Energy because this department offering M.Tech and PhD programme only.

Table II: Gender wise distribution of respondents

Sl.No	Gender	Respondents	Percentage
1	Male	163	41.79
2	Female	227	58.21
	Total	390	100

Gender wise distribution of respondents

Table II shows gender wise distribution of respondents. The number of female respondents were about 58.21 %(227) than the male counterpart with 41.79 %(163) respondents.

Table III: Frequency of use of OPAC:

Sl.No.	Frequency of Visit Library	No. of Respondents	Percentage
1	Every day	199	51.03
2	2-3 times in a week	93	23.85
3	Occasionally	71	18.2
4	Never used	27	6.92
	Total	390	100

Frequency of use of OPAC:

Table III revealed. 51.03 %(199) respondents used OPAC everyday. 23.85 %(93) respondents have the habit to use the OPAC services 2-3 times in a week. Very few 18.20 %(71) respondents indicated that they used OPAC occasionally and only 6.92 % (27) respondents mentioned that they don't use OPAC.

Table IV: Purpose of using OPAC

Sl.No.	Purpose of using OPAC	No. of Respondents	Percentage
1	To locate a document on shelves	203	52.05
2	To know whether a particular book is on the shelves or not?	34	8.72
3	To know what a library have on a given author, title and subject	131	33.59
4	To know about a document without visiting library	8	2.05
5	Easy to search different categories of documents such as books, thesis, back vol. CD by changing the types of document	14	3.59
	Total	390	100

Purpose of using OPAC

Table IV indicated that. 52.05 %(203) respondents used OPAC to locate document on shelves. 33.59 %(131) respondents admitted that they use OPAC because it help them to know what library have on a given author, title and subject. 8.72 %(34) respondents used OPAC to know whether identified book is on the shelves or nor? 3.59 %(14) respondents indicated that they used OPAC because it is easy to search different categories of documents such as books, thesis, back vol., CD etc. by changing the type of document. Only 2.05 %(8) respondents revealed that they used OPAC to know about a document without visiting library. It is clear from the table that majority of the users used OPAC to locate documents on shelves & to know what a library have on a given author, title and subject.

Table V: Problems faced while using OPAC

Sl.No.	Problems	No. of Respondents	Percentage
1	Lack of skills to use OPAC independently	206	52.82
2	Lack of awareness about OPAC	73	18.72
3	Lack of proper guidance to use OPAC	57	14.62
4	Less No of OPAC terminals in the book section and sections	27	6.92
5	Book not in proper place as indicate in the OPAC	17	4.36
6	Library Staff not willing to help.	10	2.56
	Total	390	100

Problems faced while using OPAC

During the survey six problems were raised and students were asked to give their opinion. Table V revealed that 52.82 %(206) respondent find difficulties to use OPAC due to lack of skills , 18.72%(73) respondents viewed that they were not aware about the OPAC, 14.61 %(57) faced difficulties due to lack of proper guidance to use ,and 6.92%(27) stated that non availability of sufficient number of OPAC terminals in book and other section as barrier in using OPAC and 4.36 %(17) viewed that book not in proper place as indicated in OPAC as hindrance and a very negligible portion of respondents 2.56 %(10) respondents indicated that library staffs not willing to help as barrier while using OPAC.

Table VI: Students Awareness about the benefits of using OPAC

Sl.No	Reasons	Aware %	Not Aware %	No Response %
1	Easy to locate document by author, title or by subject.	299 (76.67%)	86 (22.05%)	5 (1.28%)
2	Easy to renew a book without visiting library	170 (43.59%)	199 (51.03%)	21 (5.38%)
3	Easy to reserve a title if it is issued by some one.	178 (45.64)	202 (51.79%)	10 (2.56%)
4	Easy to search different categories of documents such as book, thesis, report, back vol. etc. by changing the types of document categories.	281 (72.05%)	97 (24.87%)	12 (3.08%)
5	It assist in the choice of a book	184 (47.18%)	188 (48.21%)	18 (4.61%)

Students Awareness about the benefits of using OPAC

Table VI it is observed that of 76.67 %(299) respondents were aware that OPAC help borrowers to locate document by author, title or by subject on the shelves. 72.05 %(281) respondents aware that it is easy to search different categories of documents such as book, thesis, report, back vol. etc. by changing the types of document categories followed by 47.18 %(184) respondents viewed that it assist in the choice of a book. It is also observed that more than 51.03 %(199) and 51.79 %(203) respondents were not aware about the online renewal and online reservation facilities of OPAC. It is thus observed that more then 70% respondents were aware that OPAC help to locate document on shelves by author, title or by subject. On the other hand nearby 50 % of respondents were not aware about the renewal and reserve facilities of OPAC.

Table VII: Students Level of satisfaction on OPAC service

Sl.No	Respondents	Questionnaire responded	Percentage
1	Computer Science & Engineering	103	26.41
2	Civil Engineering	95	24.36
3	Electronics & Communication Engineering	91	23.33
4	Energy	--------	---------
5	Food Engineering & Technology	29	7.44
6	Mechanical Engineering	72	18.46
	Total	390	100

Students Level of satisfaction on OPAC service

Table VII revealed that 26.41 %(103) respondents of the department of Computer Science and Engineering were highly satisfied with the performance and the quality of OPAC Services, followed by Civil Engineering with 24.36 %(95); Electronics and Communication Engineering 23.33 %(91) and Mechanical engineering with 18.46 %(72) respondents. The Satisfaction level of the students of the department of Food Engineering and Technology was very less only 7.44 %(29) in compared to the other departments because of less number of total number of students.

Table VIII: Gender wise awareness of OPAC services

Sl . No	Gender	Respondents	Percentage
1	Male	158	40.51
2	Female	232	59.49
	Total	390	100

Gender wise awareness of OPAC services

Table-VIII depicted the gender wise awareness relating to OPAC and its services among B.Tech students. 59.49 %(232) female students were aware about the OPAC and its services, whereby 40.51 %(158) male students were aware of the OPAC. It is thus analyzed that female students were more aware then their male counterpart.

8. Summary of Finding:

The findings of the study are as follows

- Finding revealed that 51.03 %(199) respondents used OPAC everyday. 23.85 %(93) respondents have the habit to use the OPAC services 2-3 times in a week. Very few 18.20 %(71) respondents indicated that they used OPAC occasionally. Thus findings revealed that more than 50% respondents used OPAC regularly
- Table IV indicated that. 52.05 %(203) respondents used OPAC to locate document on shelves. 33.59 %(131) respondents used OPAC to know what library have on a given author, title and subject. Thus it is observed that maximum number of users use OPAC to locate document on shelves and to know what a library have on a given author, title and subject.
- Table V revealed that 52.82 %(206) respondent find difficulties to use OPAC due to lack of skills, 18.72 %(73) respondents viewed that they were not aware about the OPAC, 14.62%(57) faced difficulties due to lack of proper guidance to use OPAC and 6.92%(27) stated that non availability of sufficient number of OPAC terminals in book and other section as barrier in using OPAC. . Finding revealed that lack of skills to use OPAC, lack of awareness about OPAC and lack of proper guidance were the major problem while using OPAC.
- Table VI it is observed that of 76.67 %(299) respondents were aware that OPAC help borrowers to locate document by author, title or by subject on the shelves. 72.05 %(281) respondents aware that it is easy to search different categories of documents such as book, thesis, report, back vol. etc. by changing the types of document categories and 47.18 %(184) respondents gave opinion that it assist in the choice of a book. Finding also revealed that more than 51.03 %(199) and 51.79 %(202) respondents were not aware about the online renewal and online reservation facilities of OPAC. It is thus observed that more then 70% respondents were aware that OPAC help to locate document on shelves by author, title or by subject. On the other hand nearby 50 % of respondents were not aware about the renewal and reserve facilities of OPAC.
- Finding also revealed that 26.41 %(103) respondents of the department of Computer Science and Engineering are highly satisfied with the OPAC Services, followed by Civil Engineering with 24.36 %(95); Electronics and Communication Engineering 23.33 %(91) and Mechanical engineering with 18.46 %(72) respondents. The Satisfaction level of the B.Tech students of the department of Food Engineering and Technology was very less only 7.44 %(29) in compared to the other departments because the number of total students was less.
- 59.49 %(232) female B.Tech. Students were found aware about the OPAC and its services, then their male counterpart with 40.51 %(158) respondents.

9. Suggestions and Conclusion

- In order to fully exploit the available OPAC services, each library should conduct user awareness program at the beginning of each academic session. This will encourage more and more users to use OPAC and its services and in this regard if the students participation is not found satisfactory than librarian should taken

initiative to orient the users in their respective department. This will ultimately helps in maximum use of OPAC and its services.

- All the professional and nonprofessional library staff should be properly trained on OPAC and its services, so that they could develop skills and render assistance if any user fined difficulties while using OPAC in the library.
- Librarian should develop an information marketing strategy to create awareness about OPAC services among users. This can be done by providing user guide nearby OPAC terminals or providing guide on library web page.
- Another finding revealed that more than 50% respondents were not aware with the quality and performance online renewal and online reservation facilities. Library should focus on wide publicity on OPAC these services in order to create awareness of these two services. This will ultimately help the users to reserve a book if required book is on issue and also to renew borrowed book if borrower urge to keep more time for use.
- Number of OPAC terminal should be increased both book and other section, so that user doesn't find any difficulties while using OPAC.

Providing right information at right time and in right manner is one of the most important activities of any library to satisfy user's information need. In order to satisfy user's community's each library provide different types services to make users aware and better utilization of its resources. OPAC is one of these services which help library 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.

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