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Winter 1-19-2019

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Kumar, Rajinder, "Use of OPAC in Central University of Haryana, Mahendragarh and Maharishi Dayanand University, Rohtak: A study" (2019). *Library Philosophy and Practice (e-journal)*. 2233.

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# Use of OPAC in Central University of Haryana, Mahendragarh and Maharishi Dayanand University, Rohtak: A study

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### Abstract

This paper describes the usability of OPAC searching facility in the university libraries of Haryana. The study revealed that 86.0% of the users were aware of OPAC services in MDU, while 89.7% of the users were aware of OPAC service in CUH. In MDU, the maximum of 52.4% users used the OPAC system daily, while in CUH, the maximum of 32.0% users used the OPAC system biweekly. In MDU, the maximum of 34.2% users searched the information through OPAC, while in CUH, the maximum of 36.9% users searched the information by direct browsing. In MDU, the maximum of 60.2% users always obtained the documents through OPAC, while in CUH, the maximum of 43.9% of the users most of the times obtained the documents through OPAC. In MDU, the maximum of 26.9% users faced problems of lack of staff assistance, while in CUH, the maximum of 23.6% users faced problems of lack of staff assistance. The maximum of 49.9 and 37.8% users were satisfied with the present OPAC facilities in both the university libraries of MDU and CUH, respectively.

**Keyword: OPAC, awareness, simple search, advanced search, satisfaction level**

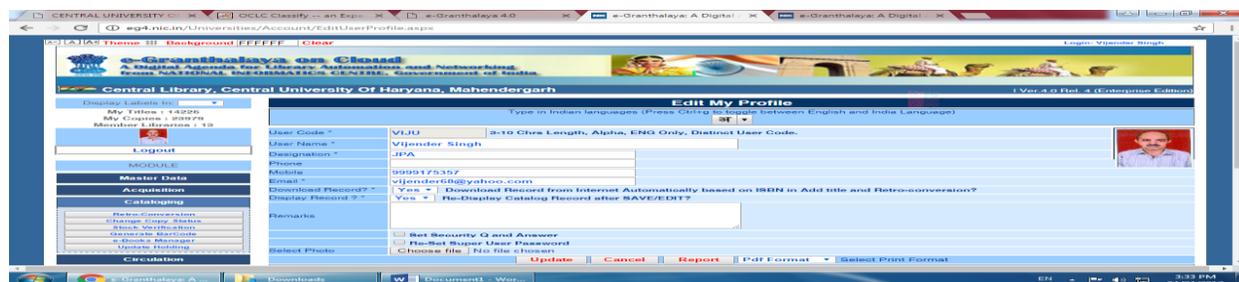
### Introduction

Information communication technology in the field of library and information science has to take a tremendous revolution for providing access, storage, retrieval and dissemination of information resources to serve its clientele. ICT has also developed different methods of providing information services to the library user's society. Almost all types of libraries in India have been using different library management software's for providing quick bibliographical details to its users. Online public access catalogue is a famous information retrieval system to search the bibliographical details of the records like books, journals, magazines, pamphlets, thesis and other printed and non printed materials available in a library. OPAC system should fulfill all the search approaches about the searching of documents like author, title, publisher, call number and keywords, *etc.* from computer terminals and also permit the users to take print, downloading or exporting of the bibliographical records of a particular library. With the help of OPAC system library users or library staff can be verify the status of particular documents whether issued or not this type of searching facility was not available in the traditional card catalogue. In these days, library administration can be examine the periodically how much feel comfort the users with searching facility of bibliographical records. Therefore, a study has been carried out on the use of OPAC in the university libraries of Central University of Haryana, Mahendragarh and Maharishi Dayanand University, Rohtak.

### Profile of the university libraries

#### Central Library of CUH, Mohindergarh

Central University of Haryana, which is fully funded by the UGC, is one of the 15 Central Universities established by MHRD, Government of India in 11th Five Year Plan (2007-12) under the Central Universities Act 2009 of the Parliament. Permanent Campus of the University is situated in 200 hectares of land at Jant-Pali villages, Mahendragarh.

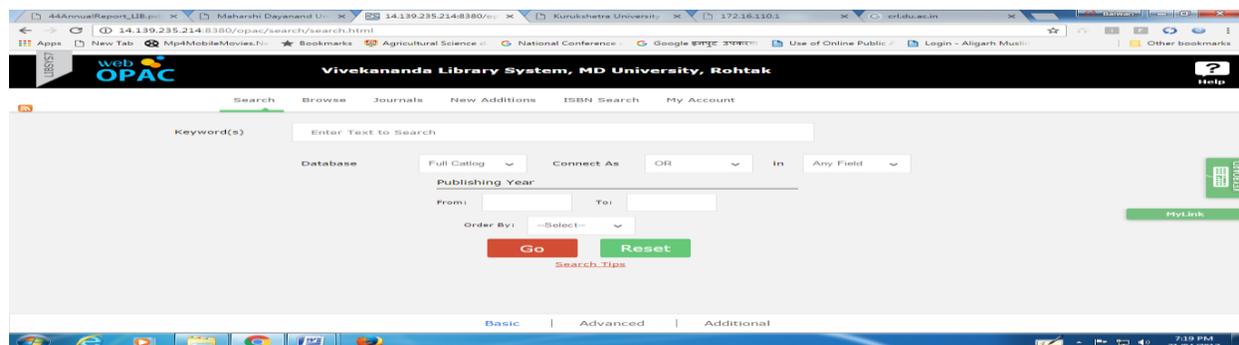


Picture 1 Home page of Central Library OPAC of CUH

The library of CUH has a rich collection in various subjects to serve the academic community and advanced web activity with INFLIBNET subscription of 8500 high quality e-Journals being made available through campus network to teachers, students and research scholars. CUHL also promotes open access e-resources and endeavors to improve further all its efforts to facilitate right information to the right users at right time. The library collection consists of books, reference books, textbooks, print journals, newspapers, e-journals, e-databases and CD ROM/DVDs. Since, 2010 the library is fully automated with e-*Granthalaya* version-3 software developed by NIC and all the housekeeping activities have been fully automated. The OPAC system in the university Library is enabled with LMS which allow the users to search their required documents from the library like author, keyword, subject, class, title, publisher, place of publication, main entry, place of conference, subject name, ISBN/ISSN, series titles, serials title and year of publication. It also supports circulation, acquisition, front desk operations, serials control and data entry in vernacular languages (<http://www.cuh.ac.in/pdf/library>).

### **Vivekananda Library, MDU, Rohtak**

An Act of Legislative Assembly of Haryana with the objective to promote inter-disciplinary higher education and research in the field of environmental, ecological and life sciences established Maharshi Dayanand University, located at Rohtak, in 1976.



**Picture 2 Home page of Vivekananda Library OPAC**

Vivekananda Library, named after Swami Vivekananda- the illustrious son of the country, has carved a niche for itself in the University firmament. The magnificent library building-a blend of functional structure, elegance and exquisiteness- is centrally located within easy reach from all the Departments/Institutes/Directorates, hostels and residential areas. The library has a rich collection of books and bound journals in its stack areas, reading halls with the capacity of 1200 readers. The library has five satellite libraries, *i.e.*, Law library, IMSAR library, and UIET library, Math library and Hotel and Tourism library. Since 2003, the library uses LibSys software package, which is an integrated multi-user library management system that supports all in-house operations of the library. Seven information kiosks have been installed in the library for OPAC search. All the functions of the library, *i.e.*, check out, check in, catalogue, serials control and acquisition system, are automated. Information Kiosks are in place for accessing the online catalogue and other databases of the library. (<http://14.139.235.214:8380/opac/>).

### **Statement of the Problem**

The university libraries and information centers provide catalogue-accessed facility for a long time. Both the libraries, some users use OPAC facility and others use Web-OPAC, while some directly go to the document stack room area for searching their desired documents. It may be possible that some users use card catalogue because they are unaware 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 usability of OPAC searching facility in the university libraries of CUH and MDU and make certain suggestions for the improvement of library catalogue facility provided by these libraries.

The study also provides an opportunity to know the utilization of library catalogue services to the concerned university libraries for solving the problems faced by the users.

### **Objectives of the Study**

The purpose of the present study is to investigate the usability of OPAC by the users. In order to fulfill this purpose the specific objectives of the study are;

- To know the awareness among the users about the OPAC and their various facilities in the both the university libraries of CUH and MDU
- To find out the frequency of use of OPAC by the users in the both the university libraries.
- To inspect the purpose of use of OPAC by the users in the both the university libraries.
- To review the use of various searching facilities of OPAC by the user in the both the university libraries.
- To determine the problems faced by the users in the use of OPAC in the both the university libraries.
- To suggest the suitable measures to improve the facilities in the use of OPAC for the benefit of the users and libraries in both the libraries.

### **Research Methodology**

The survey method of research was selected to carry out the study. Keeping in view of the objectives of the study the questionnaire method was used for the present study to collect the data. Moreover, questionnaire method, observation and interview techniques was also be used to collect the primary data for the study. The authentic data was collected from the users personally or through E-mail during my Ph.D. research work. The study was limited to the faculty members, research scholars and post graduate students and therefore, applied the proportionate random stratified sample technique to give proper representation to all three categories of users. The data was analyzed by using the SPSS package and some other statistical techniques also.

### **Scope of the study**

The scope of the study includes the usability of OPAC by the users in the university libraries of Central University of Haryana, Mahendergarh and Maharishi Dayanand University, Rohtak. As regards, the users of the OPAC the administrative and ministerial staff have been excluded in the present study. The study includes faculty members; research scholars and post-graduate students of both the university libraries of CUH and MDU. The users of regional centers of both the universities will not be included in the present study.

### **Literature Reviews**

In a study on the use of OPAC by undergraduate students in Nigerian universities (Tella, 2019) observed that the majority of the users used OPAC on a weekly basis at their school library, homes, cyber cafes and lecture rooms, and the main purpose of the users was to locate their required books and other reading materials. Study conducted by Faith, 2019 at three university libraries in Nigeria and discovered that all the three universities have OPAC to a great extent and with the help of it they offered direct access to their library bibliographic databases, timely access and resource sharing and the catalogue greatly contributed to the effective use of library resources. Study conducted by Saha (2017) at KIIT library, Bhubaneswar on OPAC system and found that all the users were aware about OPAC system and comfortably searched their required documents, and most of users searched OPAC in simple and advanced search methods. 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 (Shivakumaraswamy and Narendra, 2016). Almost all the faculty members of Kurukshetra University were aware about library OPAC searching facility followed by research scholars and students (Kumar, 2016). Study on OPAC at Punjabi university, Patiala indicates that 25.53% of the respondents used OPAC twice a week followed by 21.28% of the respondents who used it frequently (Kaur and Kathuria, 2015). Veena et al. (2015) investigated the use and awareness of online public access catalogue OPAC facility by users of SVC College Library, Bantwala, Manglore and found that 56.89% of the users were using OPAC facility on daily basis, while only 2.58% used it monthly. 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. 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 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. Investigation on OPAC at Punjabi university, Patiala shows that 40.35% users searched OPAC through title approach and 33.33% by author approach (Kaur and Kathuria, 2015). 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). 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 check 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%).

### Data analysis

The data in Table 1 illustrate that the library users responded differently in both universities. In MDU, out of 193 questionnaires, the faculty members returned 28 (14.5%), research scholars 76 (39.4%) and postgraduate students 89 (46.1%), while in CUH, out of 165 questionnaires, the faculty members returned 21 (12.7%), research scholars 52 (31.5%) and postgraduate students 92 (55.8%).

**Table 1: Users' response to questionnaires**

Questionnaires Received	MDU	CUH	Total
Faculty Members	28 (14.5%)	21 (12.7%)	49 (13.6%)
Research Scholars	76 (39.4%)	52 (31.5%)	128 (35.7%)
Postgraduate	89 (46.1%)	92 (55.8%)	181 (50.5%)
<b>Total</b>	<b>193 (96.5%)</b>	<b>165 (82.5%)</b>	<b>358 (100%)</b>

*Note:* The figures in parentheses are in percentage. MDU- Maharishi Dayanand University, CUH- Central University of Haryana,

Based on overall total questionnaires (358), the 13.6% (49) of the faculty members, 35.7% (128) of the research scholars and 50.5% (181) of the postgraduate students returned the questionnaires.

The data in Table 2 signify the gender wise distribution of the users in both the university libraries of MDU and CUH. Gender, which is the main characteristic of a human being, cannot be ignored in any type of survey. Based on gender, the number of male and female library users was different in both the libraries.

**Table 2: Gender wise users' response**

Gender	MDU	CUH	Total
Male	109 (56.5%)	107 (64.8%)	216 (60.3%)
Female	84 (43.5%)	58 (35.2%)	146 (40.7%)
Total	193 (96.5%)	165 (82.5%)	358

*Note:* The figures in parentheses are in percentage.

In MDU, out of 193 users, the number of male library users was 109 (56.5%) and female library users 84 (43.5%), while in the university of CUH, out of 165 users, the number of male library users was 107 (64.8%) and female library users was 58 (35.2%). Based on overall total responses (358), 60.3% (216) of the male and 40.7% (146) of the female used the library facilities. Male users participated in this study were more in comparison to female users.

The data in Table 3 specify the users visiting libraries in both the universities of MDU and CUH. In MDU, out of 193 library users, 66 (34.2%) daily, 68 (35.2%) biweekly, 29 (15.0%) weekly, 26 (13.5%) rarely and 4 (2.1%) never visited the library, while in CUH, out of 165 library users, 31 (18.8%) daily, 59 (35.8%) biweekly, 31 (18.8%) weekly, 28 (17.0%) rarely and 16 (9.7%) never visited the library, respectively.

**Table 3: Frequency of users (%) visited library**

Frequency	MDU (193)	CUH (165)	Total (358)
Daily	66 (34.2%)	31 (18.8%)	97 (27.0%)
Biweekly	68 (35.2%)	59 (35.8%)	127 (35.4%)
Weekly	29 (15.0%)	31 (18.8%)	60 (16.7%)
Rarely	26 (13.5%)	28 (17.0%)	54 (15.0%)
Never	4 (2.1%)	16 (9.7%)	20 (5.8%)

Based on overall responses 358 of library users, 97 (27.0%) of the users visited the library daily, 127 (35.4%) biweekly, 60 (16.7%) weekly, 54 (15.0%) rarely and 20 (5.8%) never visited the library.

The maximum of 68 (35.2%) and 59 (35.8%) users visited the library biweekly and the minimum of 4 (2.1%) and 16 (9.7%) users never visited the library in both the universities. Based on overall total, the maximum of 127 (35.4%) users visited the library biweekly and 20 (5.8%) users never visited the library.

The data in Table 4 reveal the users spent time in the university libraries of MDU and CUH. In MDU, out of 193 library users, 15 (7.8%) of the users spent their time less than one hours, 31 (16.1%) more than one hours, 25 (13.0%) one to two hours, 40 (20.7%) three to five hours, 77 (39.9%) six to eight hours and 5 (2.6%) more than eight hours, while in CUH, out of 165 library users, 44 (26.7%) of the users spent their time less than one hours, 61 (37.0%) more than one hours, 24 (14.5%) one to two hours, 20 (12.1%) three to five hours, 16 (9.7%) six to eight hours and 0 (0.0%) more than eight hours, respectively.

**Table 4: Frequency of users (%) spent time for using library facilities**

Frequency	MDU (193)	CUH (165)	Total 358
<1 hr	15 (7.8%)	44 (26.7%)	59 (16.4%)
>1 hr	31 (16.1%)	61 (37.0%)	92 (25.6%)
1-2 hrs	25 (13.0%)	24 (14.5%)	49 (13.6%)
3-5 hrs	40 (20.7%)	20 (12.1%)	60 (16.7%)
6-8 hrs	77 (39.9%)	16 (9.7%)	93 (25.9%)
>8 hrs	5 (2.6%)	0 (0.0%)	5 (1.3%)

Based on overall responses of 358 library users, 59 (16.4%) of the users spent their time in library less than one hour, 92 (25.6%) more than one hour, 49 (13.6%) one to two hours, 60 (16.7%) three to five hours, 93 (25.9%) six to eight hours and 5 (1.3%) more than eight hours.

In MDU, the maximum of 77 (39.9%) users spent their time in library six to eight hours and the minimum of 5 (2.6%) users spent their time in library more than eight hours, while in CUH, the maximum of 61 (37.0%) users spent their time in library more than one hour and the minimum of 16 (9.7%) six to eight hours. On the basis of overall total, the maximum of 93 (25.9%) users spent their time in library six to eight hours and the minimum of 5 (1.3%) users spent their time in library more than eight hours.

### Source of Library Catalogue and OPAC

The data in Table 5 highlight the users searched information through diverse sources in the university libraries of MDU and CUH. In MDU, out of 193 library users, 8 (4.1%) of the users searched the information with the help of card catalogue, 66 (34.2%) through OPAC, 53 (27.4%) with the help of library staff, 16 (21.2%) by taking help from friends or colleagues and 54 (27.9%) by direct browsing, while in CUH, out of 165 library users, 0 (0.0%) of the users searched the information with the help of card catalogue, 53 (32.1%) through OPAC, 37 (22.4%) with the help of library staff, 45 (27.2%) by taking help from friends or colleagues and 54 (27.9%) by direct browsing, respectively.

Based on overall responses of 358 library users, 8 (2.2%) of the users searched the information with the help of card catalogue, 119 (33.2%) through OPAC, 90 (25.1%) with the help of library staff, 61 (17.0%) by taking help from friends or colleagues and 115 (32.1%) by direct browsing.

**Table 5: Library users (%) searched information through diverse sources**

Source	MDU (193)	CUH (165)	Total (358)
Card Catalogue	8 (4.1%)	0 (0.0%)	8 (2.2%)
OPAC	66 (34.2%)	53 (32.1%)	119 (33.2%)
Library Staff	53 (27.4%)	37 (22.4%)	90 (25.1%)
Friends/ Colleagues	16 (21.2%)	45 (27.2%)	61 (17.0%)
Direct Browsing	54 (27.9%)	61 (36.9%)	115 (32.1%)

In MDU, the maximum of 66 (34.2%) users searched the information through OPAC and the minimum of 8 (4.1%) users searched the information with the help of card catalogue, while in CUH, the maximum of 61 (36.9%) users searched the information by direct browsing and the minimum of 37 (22.4%) with the help of library staff. On the basis of overall total, the maximum of 119 (33.2%) users searched the information through OPAC and minimum of 8 (2.2%) users searched the information with the help of card catalogue.

The data in Table 6 illustrate the users learnt the use of OPAC through diverse sources in the university libraries of MDU and CUH. In MDU, out of 193 library users, 48 (24.8%) of the users learnt the use of OPAC by making self efforts, 49 (25.3%) with the help of library staff, 21 (10.8%) taking help from friends or colleagues and 26 (13.4%) by attending orientation or training program on the use of OPAC, whereas, in CUH, out of 165 library users, 31 (18.7%) of the users learnt the use of OPAC by making self efforts, 48 (29.0%) with the help of library staff, 38 (23.0%) by taking help from friends or colleagues and 17 (10.3%) attending orientation or training program on the use of OPAC, respectively.

**Table 6: Library users (%) learnt the use of OPAC through diverse sources**

Learnt	MDU (193)	CUH (165)	Total (358)
Self efforts	48 (24.8%)	31 (18.7%)	79 (22.0%)
Library staff	49 (25.3%)	48 (29.0%)	97 (27.0%)
Friends or colleagues	21 (10.8%)	38 (23.0%)	59 (16.4%)
Orientation or training	26 (13.4%)	17 (10.3%)	43 (12.0%)

Based on overall responses of 358 library users, 79 (22.0%) of the users learnt the use of OPAC by making self efforts, 97 (27.0%) with the help of library staff, 59 (16.4%) taking help from friends or colleagues and 43 (12.0%) by attending orientation or training program on the use of OPAC.

In MDU, the maximum of 49 (25.3%) users learnt the use of OPAC with the help of library staff and the minimum of 21 (10.8%) users learnt the use of OPAC by taking help from friends or colleagues, while in CUH, the maximum of 48 (29.0%) users learnt the use of OPAC with the help of library staff and the minimum of 17 (10.3%) users learnt the use of OPAC by attending orientation or training program. On the basis of overall total, the maximum of 97 (27.0%) users learnt the use of OPAC with the help of library staff and the minimum of 43 (12.0%) users learnt the use of OPAC by attending orientation or training program.

The data in Table 7 emphasize the users' awareness of OPAC service in the university libraries of MDU and CUH. In MDU, out of 193 library users, 166 (86.0%) of the users were aware of OPAC service, while in CUH, out of 165 library users, 148 (89.7%) of the users were aware of OPAC service.

**Table 7: Library users (%) awareness of OPAC service**

Awareness	MDU (193)	CUH (165)	Total (358)
Aware	166 (86.0%)	148 (89.7%)	314 (87.7%)
Not aware	27 (13.9%)	17 (10.3%)	44 (12.3%)

Based on overall responses of 358 library users, 314 (87.7%) of the users were aware of OPAC service in both the universities.

The data in Table 8 reveals the users used the OPAC service for searching information in the university libraries of MDU and CUH. In MDU, out of 166 library users, 87 (52.4%) of the users used the OPAC daily, 35 (21.1%) biweekly, 20 (12.0%) weekly, 24 (14.5%) rarely, while in CUH, out of 148 library users, 40 (27.2%) of the users used the OPAC daily, 47 (32.0%) biweekly, 36 (24.3%) weekly and 25

(17.0%) rarely, respectively. Based on overall responses, out of 314 library users, 127 (40.4%) of the users used the OPAC system daily, 82 (26.1%) biweekly, 56 (17.8%) weekly and 49 (15.6%) rarely.

**Table 8: Frequency of library users (%) used OPAC service**

Frequency	MDU (166)	CUH (148)	Total (314)
Daily	87 (52.4%)	40 (27.2%)	127 (40.4%)
Biweekly	35 (21.1%)	47 (32.0%)	82 (26.1%)
Weekly	20 (12.0%)	36 (24.3%)	56 (17.8%)
Rarely	24 (14.5%)	25 (17.0%)	49 (15.6%)

In MDU, the maximum of 87 (52.4%) users used the OPAC system daily and the minimum of 20 (12.0%) weekly, while in CUH, the maximum of 47 (32.0%) users used the OPAC system biweekly and the minimum of 25 (17.0%) rarely. On the basis of overall total, the maximum of 127 (40.4%) users used the OPAC system daily and the minimum of 49 (15.6%) rarely.

The data in Table 9 signify the users' purpose of using OPAC in the university libraries of MDU and CUH. In MDU, out of 166 library users, 77 (39.9%) of the users used OPAC for searching the availability of required document, 25 (12.9%) bibliographic details of particular document, 24 (12.4%) issuing status of particular document, 39 (20.2%) location of particular document and 18 (9.3%) number of copies of particular document, while in CUH, out of 148 library users, 34 (20.6%) of the users used OPAC for searching the availability of required document, 22 (13.3%) bibliographic details of particular document, 37 (22.4%) issuing status of particular document, 44 (26.6%) location of particular document and 13 (7.8%) number of copies of particular document, respectively.

**Table 9: Purpose of library users (%) for using OPAC**

Purpose	MDU (166)	CUH (148)	Total (314)
Document availability	77 (39.9%)	34 (20.6%)	111 (35.3%)
Bibliographic details	25 (12.9%)	22 (13.3%)	57 (18.1%)
Document issued or not	24 (12.4%)	37 (22.4%)	61 (19.4%)
Document location	39 (20.2%)	44 (26.6%)	83 (26.4%)
Number of copies	18 (9.3%)	13 (7.8%)	31 (9.8%)

Based on overall responses, out of 314 library users, 111 (35.3%) of the users used OPAC for searching the availability of required document, 57 (18.1%) bibliographic details of particular document, 61 (19.4%) issuing status of particular document, 83 (26.4%) location of particular document and 31 (9.8%) number of copies of particular document.

In MDU, the maximum of 77 (39.9%) of the users used OPAC for searching the availability of required document and the minimum of 18 (9.3%) number of copies of particular document, while in CUH, the maximum of 44 (26.6%) of the users used OPAC for searching the location of particular document and the minimum of 13 (7.8%) number of copies of particular document. On the basis of overall total, the maximum of 111 (35.3%) of the users used OPAC for searching the availability of required document and the minimum of 31 (9.8%) number of copies of particular document.

The data in Table 10 signify the users using methods of OPAC searching in the university libraries of MDU and CUH. In MDU, out of 166 library users, 84 (50.6%) of the users used simple search method, 25 (15.1%) advance search method and 57 (34.3%) both the methods of searching, whereas, in CUH, out of 148 library users, 122 (82.4%) of the users used simple search method, 18 (12.2%) advanced search method and 8 (5.4%) both the methods of searching, respectively. On the basis of overall total, out of 314 library users, 206 (65.6%) of the users used simple search method, 43 (13.6%) advanced search method and 65 (20.7%) both the methods of searching.

**Table 10: Library users (%) searching methods through OPAC**

Searching methods	MDU (166)	CUH (148)	Total
Simple search	84 (50.6%)	122 (82.4%)	206 (65.6%)
Advance search	25 (15.1%)	18 (12.2%)	43 (13.6%)
Both	57 (34.3%)	8 (5.4%)	65 (20.7%)

In MDU, the maximum of 84 (50.6%) of the users used simple search method and the minimum of 57 (34.3%) both the methods of searching, while in CUH, 122 (82.4%) of the users used simple search method and the minimum of 8 (5.4%) both the methods of searching. On the basis of overall total, the maximum of 206 (65.6%) of the users used simple search method and the minimum of 43 (13.6%) advanced search method.

The data in Table 11 demonstrate the users' response obtained the documents through OPAC in the university libraries of MDU and CUH. In MDU, out of 166 library users, 100 (60.2%) of the users always obtained the documents through OPAC, 40 (24.1%) most of the times, 19 (11.4%) sometimes and 7 (4.2%) of the users never obtained the documents through OPAC, while in CUH, out of 148 library users, 46 (31.1%) of the users always obtained the documents through OPAC, 65 (43.3%) most of the times, 21 (14.2%) sometimes and 16 (10.8%) of the users never obtained the documents through OPAC, respectively. On the basis of overall total, out of 314 library users, 146 (46.4%) of the users always obtained the documents through OPAC, 105 (33.4%) most of the times, 40 (12.7%) sometimes and 23 (7.3%) of the users never obtained the documents through OPAC.

**Table 11: Library users (%) getting documents through OPAC**

Getting documents	MDU (166)	CUH (148)	Total (314)
Always	100 (60.2%)	46 (31.1%)	146 (46.4%)
Most of the times	40 (24.1%)	65 (43.9%)	105 (33.4%)
Sometimes	19 (11.4%)	21 (14.2%)	40 (12.7%)
Never	7 (4.2%)	16 (10.8%)	23 (7.3%)

In MDU, the maximum of 100 (60.2%) users always obtained the documents through OPAC and the minimum of 7 (4.2%) of the users never obtained the documents through OPAC, while in CUH, the maximum of 65 (43.9%) of the users most of the times obtained the documents through OPAC and the minimum of 16 (10.8) of the users never obtained the documents through OPAC. On the basis of overall total, the maximum of 146 (46.4%) of the users always obtained the documents through OPAC and the minimum of 23 (7.3%) of the users never obtained the documents through OPAC.

The data in Table 12 denote the library users faced problems while using OPAC in both the university libraries of MDU and CUH. In University of MDU, out of 193 library users, 34 (17.6%) of the users faced problems in handling because of their less awareness of OPAC features, 33 (17.1%) users felt slow processing speed of OPAC terminals, 52 (26.9%) users realized lack of staff assistance, 19 (9.8%) users faced failure of power backup, 30 (15.5%) users observed the OPAC terminals limited and 43 (22.2%) users noted the OPAC terminals at unseemly location, while in University of CUH, out of 165 library users, 25 (15.1%) of the users faced problems in handling because of their less awareness of OPAC features, 24 (14.5%) users felt slow processing speed of OPAC terminals, 39 (23.6%) users realized lack of staff assistance, 27 (16.3%) users faced failure of power backup, 35 (21.2%) users found the OPAC terminals limited and 22 (13.3%) users noticed the OPAC terminals at unseemly location, respectively.

On the basis of overall total, out of 358 library users of 59 (16.2%) of the users faced problems in handling because of their less awareness of OPAC features, 57 (15.9%) users felt slow processing speed of OPAC terminals, 91 (25.4%) users realized lack of staff assistance, 46 (12.8%) users faced failure of power backup, 65 (18.1%) users found the OPAC terminals limited and 65 (18.1%) users noticed the OPAC terminals at unseemly location.

**Table 12: Library users (%) faced problems while using OPAC**

Problems	MDU (193)	CUH (165)	Total (358)
Less awareness	34 (17.6%)	25 (15.1%)	<b>59 (16.2%)</b>
Slow OPAC speed	33 (17.1%)	24 (14.5%)	<b>57 (15.9%)</b>
Staff assistance	52 (26.9%)	39 (23.6%)	<b>91 (25.4%)</b>
Power backup	19 (9.8%)	27 (16.3%)	<b>46 (12.8%)</b>
Limited terminals	30 (15.5%)	35 (21.2%)	<b>65 (18.1%)</b>
OPAC location	43 (22.2%)	22 (13.3%)	<b>65 (18.1%)</b>

In MDU, the maximum of 52 (26.9%) users faced problems of lack of staff assistance and the minimum of 19 (9.8%) users faced failure of power backup, while in CUH, the maximum of 39 (23.6%) users faced problems of lack of staff assistance and the minimum of 22 (13.3%) users noticed the OPAC terminals at unseemly location. On the basis of overall total, the maximum of 59 (16.2%) users faced the problems of less awareness of OPAC features and the minimum of 46 (12.8%) users faced failure of power backup.

The data in Table 13 show the users satisfaction level on the use of OPAC in both the university libraries of MDU and CUH. In the University of MDU, out of 166 library users, 37 (22.3%) of the users were fully satisfied with the present OPAC facilities, 82 (49.4%) satisfied, 32 (19.3%) neither satisfied nor dissatisfied, 9 (3.6%) dissatisfied and 9 (5.4%) of the users were very dissatisfied, while in University of CUH, out of 148 library users, 32 (21.6%) of the users were fully satisfied with the present OPAC facilities, 56 (37.8%) satisfied, 21 (14.2%) neither satisfied nor dissatisfied, 22 (14.9%) dissatisfied and 17 (11.5%) of the users were very dissatisfied, respectively.

On the basis of overall total, out of 314 library users, 69 (21.9%) of the users were fully satisfied with the present OPAC facilities, 138 (43.9%) satisfied, 53 (16.8%) neither satisfied nor dissatisfied, 28 (8.9%) dissatisfied and 26 (8.9%) of the users were very dissatisfied.

**Table 13: Library users (%) satisfaction level on use of OPAC**

Satisfaction level	MDU (166)	CUH (148)	Total (314)
Fully satisfied	37 (22.3%)	32 (21.6%)	69 (21.9%)
Satisfied	82 (49.4%)	56 (37.8%)	138 (43.9%)
Neither satisfied nor dissatisfied	32 (19.3%)	21 (14.2%)	53 (16.8%)
Dissatisfied	6 (3.6%)	22 (14.9%)	28 (8.9%)
Very dissatisfied	9 (5.4%)	17 (11.5%)	26 (8.2%)

In MDU, the maximum of 82 (49.9%) users were satisfied with the present OPAC facilities and the minimum of 6 (3.6%) users were dissatisfied, while in CUH, the maximum of 56 (37.8%) users were satisfied with the present OPAC facilities and the minimum of 17 (11.5%) users were very dissatisfied. On the basis of overall total, the maximum of 138 (43.9%) users were satisfied with the present OPAC facilities and the minimum of 26 (8.2%) users were dissatisfied.

#### **Major Findings of the study**

- The maximum of 35.2 and 35.8% users visited the library biweekly in both the university libraries of MDU and CUH, respectively.
- In MDU, the maximum of 39.9% users spent their time in library six to eight hours, while in CUH, the maximum of 37.0% users spent their time in library more than one hour.
- In MDU, 86.0% of the users were aware of OPAC service, while in CUH, 89.7% of the users were aware of OPAC service.
- In MDU, the maximum of 52.4% users used the OPAC system daily, while in CUH, the maximum of 32.0% users used the OPAC system biweekly.
- In MDU, the maximum of 25.3% users learnt the use of OPAC with the help of library staff, while in CUH, the maximum of 29.0% users learnt the use of OPAC with the help of library staff.
- In MDU, the maximum of 34.2% users searched the information through OPAC, while in CUH, the maximum of 36.9% users searched the information by direct browsing.
- The maximum of 50.6 and 82.4% of the users used simple search method in both the university libraries of MDU and CUH, respectively.
- In MDU, the maximum of 60.2% users always obtained the documents through OPAC, while in CUH, the maximum of 43.9% of the users most of the times obtained the documents through OPAC.
- In MDU, the maximum of 26.9% users faced problems of lack of staff assistance, while in CUH, the maximum of 23.6% users faced problems of lack of staff assistance.
- The maximum of 49.9 and 37.8% users were satisfied with the present OPAC facilities in both the university libraries of MDU and CUH, respectively.

## Conclusion:

The study shows that majority of the users were aware of present OPAC searching facilities in both the universities and the maximum number of the users were learnt the use of OPAC from library staff. Both the university libraries provided staff assistance facilities to the users for access the bibliographical details of the documents and majority of the users were always found their desired documents which was searched through OPAC system. Some of the users were faced problems like lack of staff assistance. Orientation or training programs should be organized regularly for the better utilization of the library resources.

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