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Use of Online Public Access Catalogue (OPAC) Services in District Central Library, Chennai, (Tamilnadu)

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ABSTRACT

This Paper attempt to user satisfaction of Online Public Access Catalogue (OPAC) in the Public Libraries Chennai. In this investigation about the frequency, purpose, problem faced by users and satisfaction of public library users. This study also analyze the awareness of users, important of OPAC, lack of skills user to OPAC and proper guidance of library staffs to search them needs and locate them resources on the shelves. The present of study survey approach was used distributed 100 questionnaires and 90 questionnaire received back and analyzed with specific objectives. This study focused on the user OPAC to Check availability of document in the library 33(36.67%), followed by the users due to the Internet Speeds 42(46.67%) and 53(58.89%) users Satisfied by the users on use of OPAC.

INTRODUCTION

The Online Public Access Catalogue (OPAC) is an information retrieval system of any one of the library. It is used easy to locate books and non-book materials and required information resource is available in the particular library or not. The search of compiled bibliographical list of documents on a particular subject and check the number of copies. **According to ALA Glossary of Library and Information Science (1983)** OPAC as a computer-based and supported library catalogue. It is designed to be accessible via terminals, so that library users may directly and effectively search and retrieve bibliographic records without the assistance of a human intermediary. This implies that an OPAC is a computerized library catalogue that is available to the public which provides bibliographic information about information resources in the library.

Definition and Important of OPAC

An OPAC (Online Public Access Catalog) is an online bibliography of a library collection that is available to the public. OPACs developed as stand-alone online catalogs, often from VT100 terminals to a mainframe library catalog. While the arrival of the Internet, most libraries have made

their OPAC accessible from a server to users all over the world.

Online public access catalogue (OPAC) is library collection of information, because it allows the users to search about collection and resources of library. The OP AC considers more popular and easy to use than card catalogue. It is based on the fourth law of Ranganathan, "Save the time of reader.

According to the ALA Glossary "Online Public Accesses Catalogue(OPAC) is a computer based and support library catalogue (Bibliography Database) designed to be accessed via terminals so that library users may directly and effectively search for and retrieve bibliographic records without the assistance of a human intermediary such as a specially trained members of the library staffs.

The History of OPACs

Online catalogs first became an item in the 1960s, but the first notable and large scale catalogs were not developed until the 1970s (specifically at Ohio State University in 1975 and Dallas Public Library in 1978).In the 1980s, more and more online catalogs were developed with the introduction of the first commercial systems. After that, however, interest waned, and popularity of the online public access catalog all but disappeared during the 1990s. Keep in mind that this was all prior to widespread use of the Internet and any of the search engines we have available to us today. New systems and new technologies have put a recent spotlight back on OPAC development with online catalogs now being offered at most libraries across the country.F

Since the development of the first two notable online catalogs, both have been updated to utilize and include recent technologies and current search protocols. Today, many colleges and universities offer some sort of online public access catalog to help their students gain access to the materials housed in their libraries. Most public libraries have also developed their own versions of an OPAC, it making information readily provide to library users.

Background Information of District Central Library, Chennai

The Chennai District Library opened on March 17, 1960,by Dr.Sarvapalli Rathakrishnanthe president of India and the Chairman of Local Library Authority V.N.Subburajan also started construction. The building of the Chennai Central Library was in 1965, On the 10th of November, 10th, the Chief Minister of Madras Presided by the Maharaja Jaya Sama Raje Wodeyar Bhagat, Empaktavaccalam Nuppulakam, which is named after the Mathuras District Center library, is the 'Devinayaya Pauhanar District Central Library'. The name was changed by the Department of School Education of Tamil Nadu (G.O 330, dated 23.02.1981 of Education Department).

Our library catalogue is the store house of 110474 bibliographic items in all, which are MARC 21 compliant. The items include books in Tamil & other languages, available for reference and lending and non-book items like CDs, E-books etc. The catalogue items are available for access online, to registered members and non-registered members with restrictions as well.

OBJECTIVES OF THE STUDY

 1. To know the frequency of visit of users to the library

 2. To examine the users awareness and their satisfaction level with OPAC.

 3. To know the purpose of use of OPAC by users

 4. To find out reliable searching points in OPAC

 5. To identify the problems and suggestions to improve of the OPAC services to the users

Scope of the study

The scope of the study is limited on the use of opac by the users in District Central Library, Chennai.

REVIEW OF THE LITTERATURE

Rajinder Kumar and Joginder Singh(2017) OPAC in the university library of Guru Gobind Singh Inderparstha University, Delhi. 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.

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.

A.Thirumagal, Dr.; Mani, M.; and R.R.Saravanakumar, Dr.(2018)OPAC is an imperative device in the libraries to offer a moral support of the clients. Electronic Information access and recovery in numerous ways should be possible utilizing the OPAC administrations. The present study explores the Use of Online Public Access Catalogue (OPAC) at Sadakathullah Appa College (SAC) Tirunelveli

District, Tamil Nadu. This paper discusses various aspects of OPAC use such as frequency use, and satisfaction regarding use of OPAC etc

Online Public Access Catalogs an exceptionally fundamental data recovery instrument of libraries and data focuses. Today it considered as a portal to library assets which ever library clients must know about and utilize it to look through their required report and to satisfy their data prerequisites. Basing on the discoveries of this examination, the library should assist its clients with adopting and absorb OPAC since its powerful utilizes significantly affects the instructing, learning and research exercises. OPAC is one of these administrations which help library clients to find and access its assets effectively.

METHODOLOGY

In this study of research used questionnaire-based survey method. A well-structured questionnaire was designed and distributed to all the type of public users like Government staffs, students, retired persons etc The form determined two levels of data; one was demographic information and second was regarding the jurisdiction of analysis that carries query regarding the data wants and services provided, 110 questionnaires were distributed among the users and 90 were answered by the respondents. The received information was analyzed quantitatively mistreatment the Descriptive method, Frequency and Percentages are calculated and bestowed within the varieties of tables for clear analysis of knowledge.

DATA ANALYSIS AND INTREPRETATION

Table-1: Response of the users on the use of OPAC

S. No	Status of Respondents	Respondents N=90	Percentage N=100%
1	Students	40	44.45
2	Government Staffs	12	13.33
3	Retired Persons	25	27.78
4	Private Employee	13	14.44
	Total	90	100

Table-1 shows the analysed data of used the OPAC in Public Libraries. In this Study shows the highest respondent from the students 40(44.45%) , second higher OPAC users Retired persons 25(27.78%) and lowest OPAC users by Government staffs like as 12(13.33%).
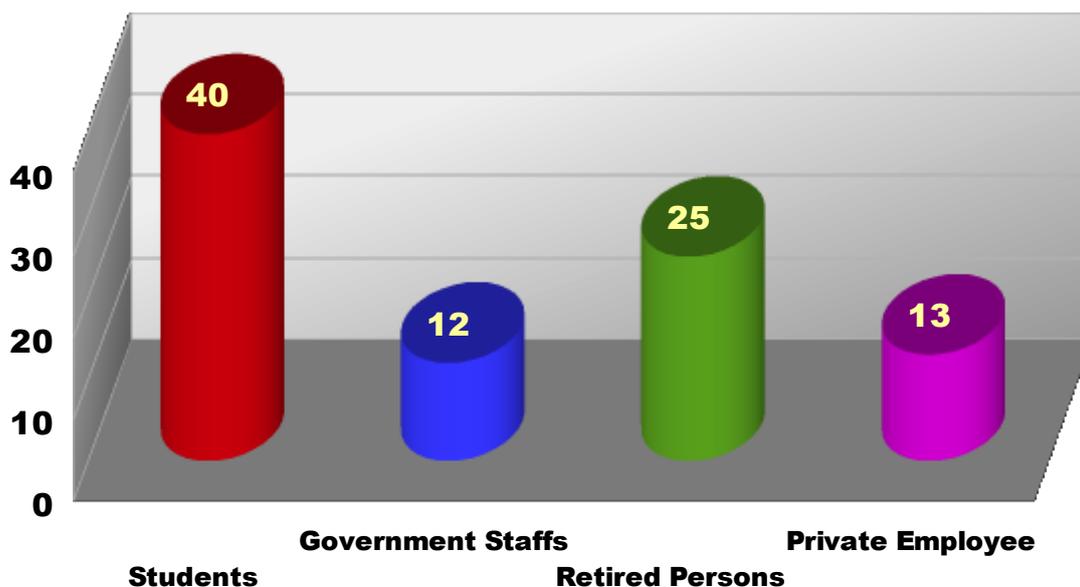
Table-2 Gender wise distribution of the Questionnaire to Respondents

S. No	Gender	Distribution of Questionnaire	Received Respondents (N=90)	Percentage (N=100%)
1	Male	80	67	74.44
2	Female	30	23	25.56
	Total	110	90	100

Table 2: shows that Gender wise distribution of the Respondents and classifies as Male and Female. Male Respondents were more than in the comparison of females. The table 2 shows that out of 90 respondents, 67 (74.44%) belongs to male and followed by 23 (25.56%) female respondents.

Table: 3 Frequency of OPAC uses by Respondent

S. No	Frequency	Respondents (N=90)	Percentage (N=100%)	Cumulative (%)
1	Daily	18	20	20
2	Twice in a week	23	25.56	45.56
3	Weekly	37	41.11	86.67
4	Occasionally	12	13.33	100
	Total	90	100	

Table-3 shows the frequency of use of OPAC. 12 (13.33%) of the users were occasionally use public library OPAC, than 23 (25.56%) of the users of OPAC in twice in a week, weekly 37 (41.11%) of use of users and 18 (20%) daily uses of library OPAC. Therefore, it can be analyzed that more number of users was use of it at weekly.

Table: 4 Purpose of use of OPAC by Respondents

S. No	Purpose	Respondents (N=90)	Percentage (N=100%)	Cumulative (%)
1	Use of OPAC to Check availability of document	33	36.67	36.67
2	Use of OPAC to Status of Document	19	21.11	57.78
3	Use of OPAC to Check available of copies of documents	26	28.89	86.67
4	Use of OPAC to related to the bibliographical details of documents	12	13.33	100
	Total	90	100	

Table-4 Table-3 shows the purpose of use of OPAC and different aspects were also analyzed by using questionnaires. The above table shows that 33 (36.67%) of the users were use of OPAC to Check availability of documents, another followed by 26 (28.89%) of the users were use of OPAC to check available of copies of documents, 19(21.11%) of the OPAC to status of documents in the library, 412(13.33%) of the users were use of OPAC to related to the bibliographical details of documents.

Table: 5 Frequency of search Options on the use of OPAC by Respondents

Frequency	To Title Search		To Author Search		To Subject Search	
	Title	%	Author	%	Subject	%
Most Frequently	27	30	53	58.89	57	63.34
Frequently	51	56.67	29	32.22	21	23.33
Rarely	9	10	7	7.78	10	11.11
Never	3	3.33	1	1.11	2	2.22
Total	90	100	90	100	90	100

Table-5 shows the frequency of use of search options of OPAC for searching their details of document by title, author and subject wise search. The above said table render that in higher frequencies in case of Title search options 51(56,67%) of the users use of Title search approach frequently and followed

by 53(58.89%) most frequently author search and 57 (63.34%) in Subject search.

The lowest frequencies in case of Title search options 3(3.33%) of the users use of Title search approach frequently and followed by 1(1.22%) most frequently author search and 2 (2.22%) in Subject search.

Table: 6 Problems faced by the respondents on use of OPAC

S. No	Problem	Respondents (N=90)	Percentage (N=100%)	Cumulative (%)
1	Less awareness about OPAC	14	15.56	15.56
2	Due to the Internet Speeds	42	46.67	62.23
3	Staff Assistance to use of OPAC	11	12.22	74.45
4	In-sufficient of Computers	23	25.55	100
	Total	90	100	

Table-6 shows the problems are faced by the respondents when the use of OPAC and convey that most all the users are face some of the problems. 14(15.56%) of the users face the problems Less awareness about OPAC, followed by the 42 (46.67%) due to the Internet speeds, 11 (12.22%) is Staffs Assistance to use of OPAC, and 23 (25.55%)In sufficient of Computers .
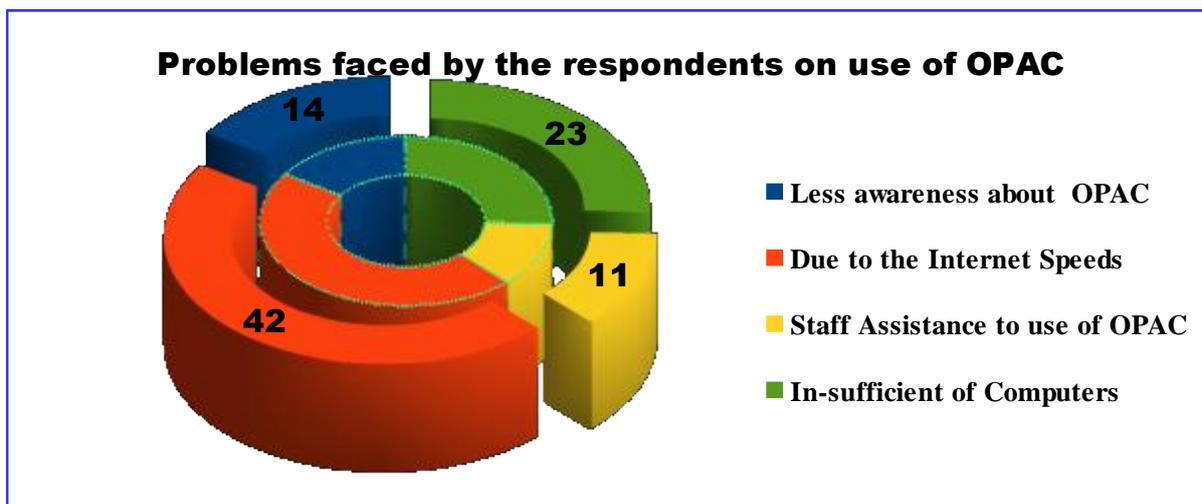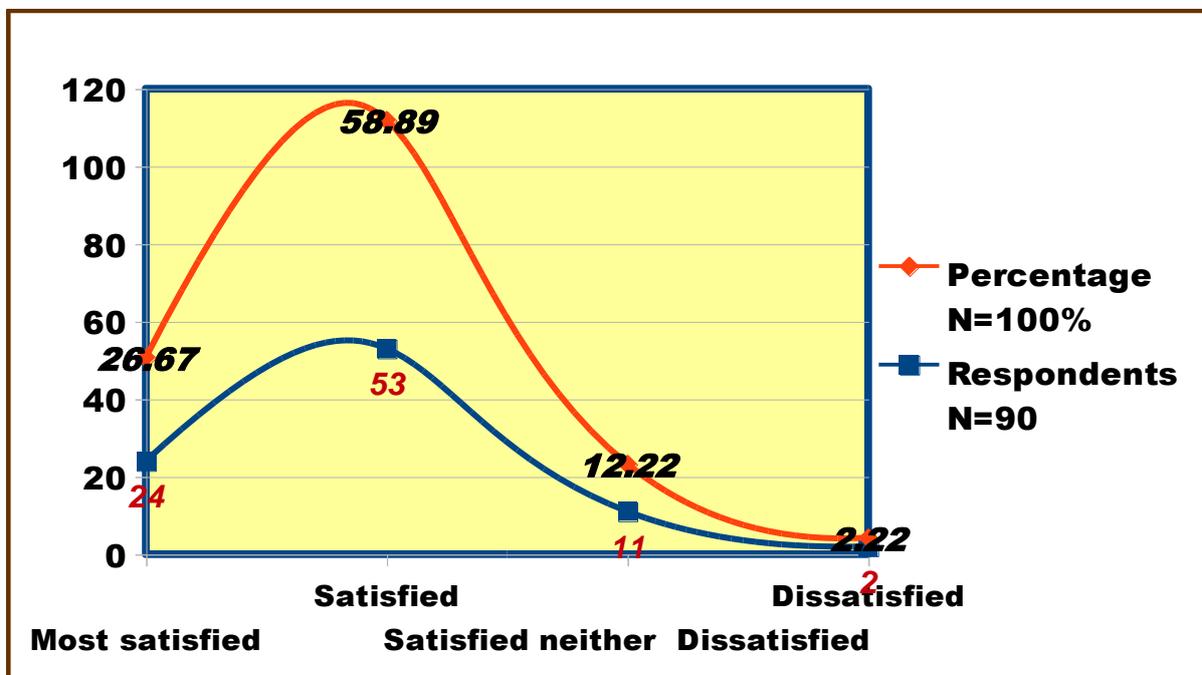

Problems faced by the respondents on use of OPAC

- Less awareness about OPAC
- Due to the Internet Speeds
- Staff Assistance to use of OPAC
- In-sufficient of Computers

Table-7 Satisfaction by the users on use of OPAC

S. No	Satisfaction Level	Respondents N=90	Percentage N=100%	Cumulative %
1	Most satisfied	24	26.67	26.67
2	Satisfied	53	58.89	85.56
3	Satisfied neither Dissatisfied	11	12.22	97.78
4	Dissatisfied	2	2.22	100
	Total	90	100	

Table-7 shows that about the Users overall satisfaction level awareness about OPAC, Internet Speeds, Staff Assistance and Computers user by user etc. 24(26.67%) Most satisfied, followed by 53 (58.89%) of the users were satisfied with the present OPAC search facilities provided by the library. 11 (12.22%) satisfied neither dissatisfied, and the remaining 2 (2.22%) dissatisfied with the OPAC search facilities to the users.

Conclusion and Suggestions:

The OPAC is reliable best search way to the retrieve the user information needs to the Chennai public Libraries. The Chennai Public Library users satisfied with OPAC services and it's function. It is tools for provide the information to the patrons of the Library. OPAC to Check availability of document in the library 33(36.67%), followed by the users due to the Internet Speeds 42(46.67%) and 53(58.89%) users Satisfied by the users on use of OPAC.

Suggestions:

1. The Library should increased more computer provide the services and facilities to the users.
2. The Public Library OPAC should be access through the Internet and Intranet.
3. The OPAC always updated to new versions.
4. The Library committee should be review and arranged the user feedback to the users problem and rectify them.

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