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**SATISFACTION LEVEL OF OPAC USERS: A SURVEY OF SELECTED UGC
RECOGNIZED COLLEGE LIBRARIES**

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Abstract: *In this paper an attempt has been made to study the use of online public access catalogue of two UGC recognized colleges of Darrang districts of Assam, i.e., Sipajhar College Library and Mangaldai College Library. This study applied standard survey method of questionnaires to collect required data from OPAC users of these two libraries. In this study, 70 questionnaires were distributed among the undergraduate students of Arts and Science stream of both the colleges, and 30 questionnaires were distributed to the faculty members of both the colleges. The data received from respondents were analyzed with different tables and diagrams. This study will help the LIS professionals to know about OPAC in depth. They will come across the user satisfaction, problem faced by users with OPAC through the results of this study.*

Keywords: OPAC, User satisfaction, College library, Assam, Users.

Introduction: The overall structure of a library is totally changed with the entrance of ICT in LIS field. With the use of various information retrieval systems run by the application of ICT, access to required informational sources is becoming very easy and less time consuming. The Online Public Access Catalogue (OPAC) is an information retrieval system which is used to retrieve short bibliographic records of documents and can locate the document easily in the shelf. OPAC is used to locate books, journals, theses, audiovisual materials and other resources available in a particular library. OPAC is a gateway to a library's collection. Use of OPAC can save the time of users by providing easy access to appropriate informational sources that the user is searching for. ALA Glossary defines OPAC as, "A computer based and supported library catalogue (bibliographic database) designed to be accessed via terminals so that library users may directly and effectively search for and retrieve bibliographic records within the assistance of a human intermediary.

Library Management Software used in College Libraries: Library management software package provides centralized management and process for different library activities like housekeeping operations, administrations, etc. It enhances the efficiency of the staff and users, reduces cost of management, maintaining library data, enable administrator to keep eye on every aspect of the library. It provides best services by the integration of human effort and technological development. Some of the popular LMS are: Soul 2.0, Koha, E-Granthalaya, DEL-PLUS, Evergreen, Firefly, LibSys7, WEBLIS etc. Software for University Libraries (SOUL) is integrated library management software developed by INFLIBNET for fulfilling the requirement of college and university libraries. Both the studied library use SOUL 2.0 for the management of their library. SOUL 2.0 was released in 2000 during CALIBER. It is an UNICODE based

multilingual supporting system. SOUL 2.0 consist of six modules- Acquisition, Catalogue, Circulation, OPAC, Serial control and Administration.

OPAC: Online Public Access Catalogue is an online database of all the resources held by a library or group of libraries. It lists the number of items if they are in the library or out on loan, one can use OPAC to locate the desired resources in the library. OPAC is a gateway to library's collection. OPAC can be use within a library by intra library network and web-OPAC can be used from anywhere at any time with the help of internet. Major functions provided by SOUL 2.0 OPAC module are-

- Simple Search
- Boolean Search
- Advanced Boolean Search
- Displaying and downloading of records in MS Excel, PDF or MARCXML format.
- Search support for the items that are in the acquisition process in the library.

About the Colleges: Some basic information about the studied colleges is given below:

- Sipajhar College Library was established in 1971. The library has around twenty thousand books, several newspapers, and various reference books including different sets of encyclopedia. It follows open access system for circulation of book. Library use soul2.0 software and provides OPAC service. The library has access to INFLIBNET services. The library provide reprographic, ready reference, book bank services etc. It is situated at Darrang district of Assam, near NH 15.
- Mangaldai College Library was established in 1951.It support students, teachers and other non-teaching staff of the colleges. The library has almost 65,000 books including reference books like Encyclopedia of Britannica. The library use Soul 2.0 software and provide OPAC service. The library is situated at central point of the college. It is situated at Darrang district of Assam, near NH 15.

Literature review: Lalnunpuii, Nurtinkhuma and Verma (2018) examines the use and users' satisfaction with OPAC services of Mizoram University library. The study focused on the OPAC services used by the students in terms of user's frequency, search pattern, purpose of use, reason for using OPAC, benefits, problem faced and satisfaction level in the use of OPAC in library. The major findings of the present study is that most of the students were aware in using OPAC and were satisfied in using OPAC in library. Kumar and Singh (2017)discussed the use of OPAC and resolved that number of users are using OPAC facility at daily basis and some users are face problems due to less awareness of OPAC system, inappropriate location of the OPAC terminals and unavailability of library staff near the OPAC terminals to help users. Siddagangaia and Muthuraj (2017) studied the Degree of Satisfaction with OPAC in Undergraduate College Library. Study reveals that Maximum 45.55% of the users says they neither satisfied nor dissatisfied with the present OPAC search facilities. They suggested that To improve the use of OPAC library and librarians should assist the users in learning the use of OPAC and about OPAC search techniques. In the study of Ansari & Amita (2008) it is observed that almost half of the respondents use library card catalogue frequently and 13% users use it rarely. After the initiation of OPAC in these libraries, almost half of the respondents use OPAC frequently, and 30% use it moderately. Kumber & Mallaiah (2008) stated that the OPAC is very useful tool for

finding documents. The result of this study revealed that majority of teachers i.e., 98%; research scholars 70.4% and Postgraduate students 67.4% use the OPAC through author approach.

Objectives of the study: To carry out this study successfully, some of the well-defined objectives were formulated. These are as follows:

- i) To know the user awareness about the OPAC.
- ii) To know the user satisfaction with OPAC.
- iii) To know the problem faced by the users during the use of OPAC.

Methodology: To meet the requirements of all the objectives that have stated, data's were gathered through questionnaire method and interview. A structured questionnaire was prepared and distributed among the undergraduate students of Arts and Science stream, faculty members of both the colleges. The sample of the study was selected randomly and questionnaire was distributed among those samples. They were asked to return their answered questionnaire within 7 days to their respective library. The answered questionnaires were collected from the respective library after 7 days. Personal interview with the library staff was taken to collect the appropriate data in order to make this survey a fruitful one. The data obtained through various methods are tabulated, analyzed and interpreted according to the responses sought by the respondents.

Limitations of the study: The area covered in this study is limited to only two college libraries of Darrang districts of Assam. College libraries are generally considered as the library which supports to all the higher educational personals by provide resources to the students, faculties, researchers of different fields. This study consists of two (2) UGC recognized college libraries of Assam. This study doesn't cover any public library, special library, university libraries of Assam.

Analysis of data:

Respondent of the study: Respondent of this study is classified on the basis of their designation, gender and age group. These are as follows:

Table 1: Respondents of the Study.								
Library	Category of user	Gender	Age	No. of respondent	Category wise no. of respondent	% of category wise respondent	Total respondent	% of total respondent
Sipajhar College Library	UG Arts	Male	20-30	7	16	32%	50	100%
			30-40	-				
		Female	20-30	9				
			30-40	-				
	UG Science	Male	20-30	10	19	38%		
			30-40					
		Female	20-30	9				
			30-40					
	Faculty	Male	20-40	3	15	30%		
			40-60	5				
		Female	20-40	4				
			40-60	3				
Mangaldai College Library	UG Arts	Male	20-30	11	23	46%	50	100%
			30-40	1				
		Female	20-30	11				
			30-40	-				
	UG Science	Male	20-30	3	12	24%		
			30-40	-				
		Female	20-30	9				
			30-40	-				
	Faculty	Male	20-40	6	15	30%		
			40-60	2				
		Female	20-40	6				
			40-60	1				

Respondents of the questionnaires were categorized into three categories, namely UG Arts, UG Science and Faculty. Table 1 describes the category wise users of respondents. Respondents of Sipajhar College are- UG Arts 16(32%), UG Science 19(38%), Faculty 15(30%) and respondents of Mangaldai College are- UG Arts 23(46%), UG Science 12(24%), Faculty 15(30%).

Awareness status: Awareness about OPAC is the first step that can attract users towards use of OPAC in a library. Percentages of respondent aware and not aware of both the colleges are given with the figure below:

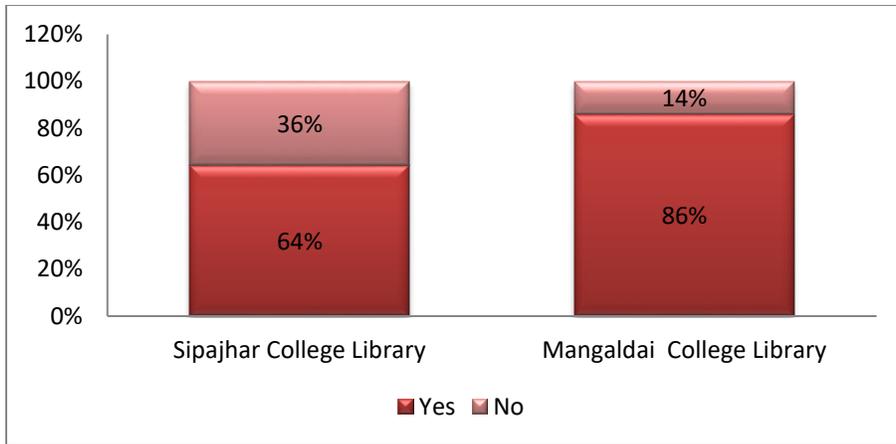


Figure 1: Awareness Status of respondent about OPAC

Figure 1 state that 64% of OPAC users of Sipajhar College are aware about OPAC and 86% of OPAC users of Mangaldai College are aware about it and 36% of Sipajhar College and 14% user of Mangaldai College are unaware about OPAC.

Frequency of OPAC use: Percentages of user respondent with frequency of OPAC used by them are analyzed in the figure below.

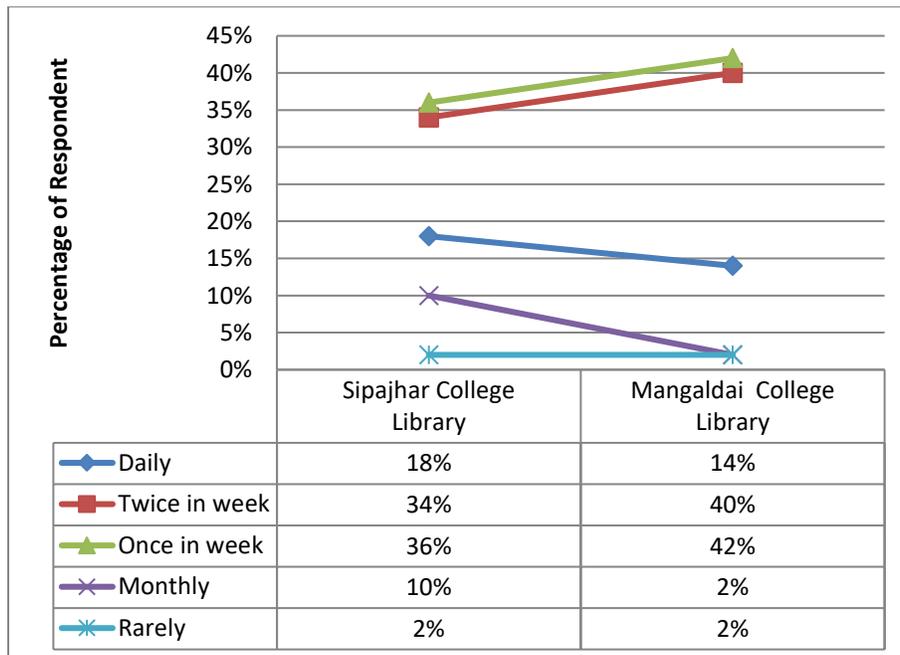


Figure 2: Frequency of OPAC use by respondent.

From figure 2, it is clear that most of the users use OPAC once in a week in both the library. 2% users of Sipajhar College Library and 2% users of Mangaldai College library use OPAC rarely. 10% of Sipajhar College and 2% of Mangaldai College use OPAC monthly. 36% of Sipajhar College and 42% of Mangaldai College user use OPAC once in a week. 34% of Sipajhar College

Library and 40% of Mangaldai College Library use OPAC twice in a week and only 18% of Sipajhar College and 14% of Mangaldai college library user use OPAC on daily basis.

Purpose of OPAC use: Different users use library OPAC for different purposes. Purposes are categorized on the basis of their responses to the questionnaire provided.

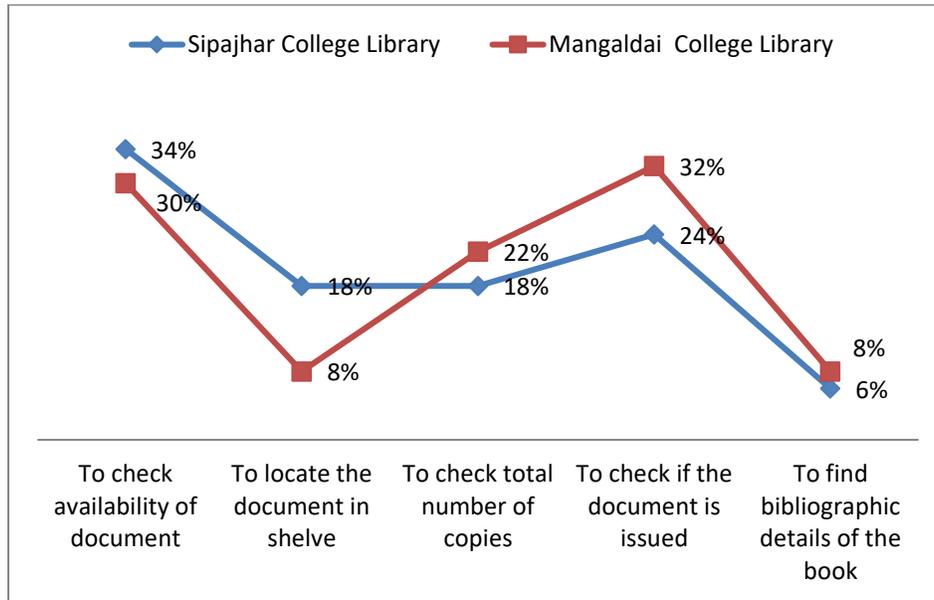


Figure 3: Purpose of OPAC use

Figure 3 describe that 34% users of Sipajhar College Library and 30% users of Mangaldai College Library use OPAC for searching availability of document in the library. 8% of Mangaldai College and 6% of Sipajhar College users use OPAC very less to find out the bibliographic record of the document. 18% of Sipajhar College and 8% user of Mangaldai College use OPAC to locate document in shelve. 22% of Mangaldai College and 18% of Sipajhar College library use OPAC to check total no. of copies of a book available in the Library. 32% and 24% of Mangaldai College Library and Sipajhar College Library respectively use OPAC for the purpose of to check no. of books issued.

Use of search pattern option: OPAC have different pattern to search a document. Various pattern used by the respondents are discussed below.

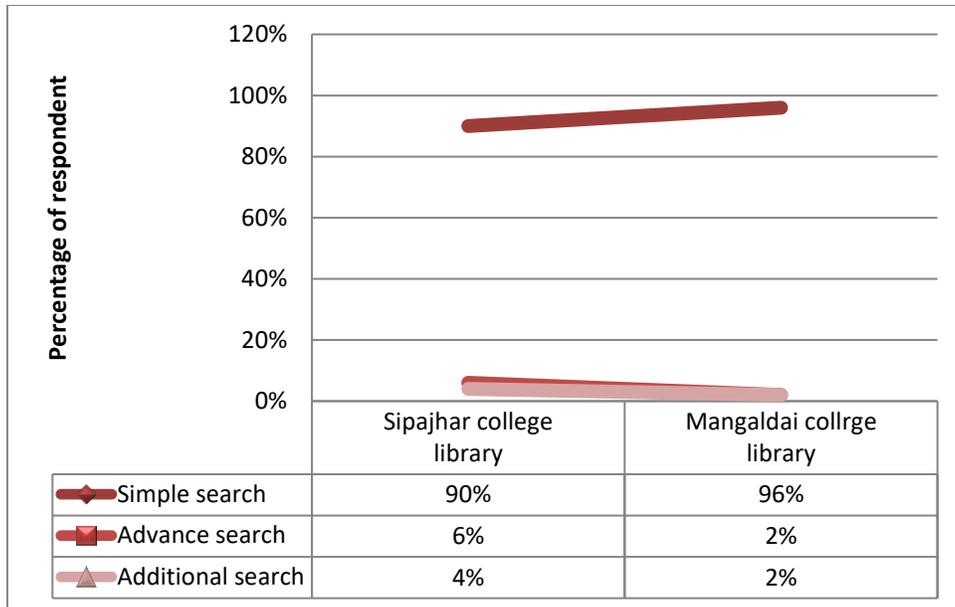


Figure 4: Searching pattern used by respondent.

Figure 4 states that 90% users of Sipajhar College Library and 96% users of Mangaldai College Library use Simple search pattern. Additional search pattern is least used in both the libraries. 2% OPAC users of Mangaldai College Library use Advance Search and Additional Search pattern. 6% and 4% OPAC users of Sipajhar College use Advance search option and Additional search option respectively.

Option used to search document: There are various options like Author search, Title search, Subject search, Call number search, Publisher search. Different users prefer different options are discussed below.

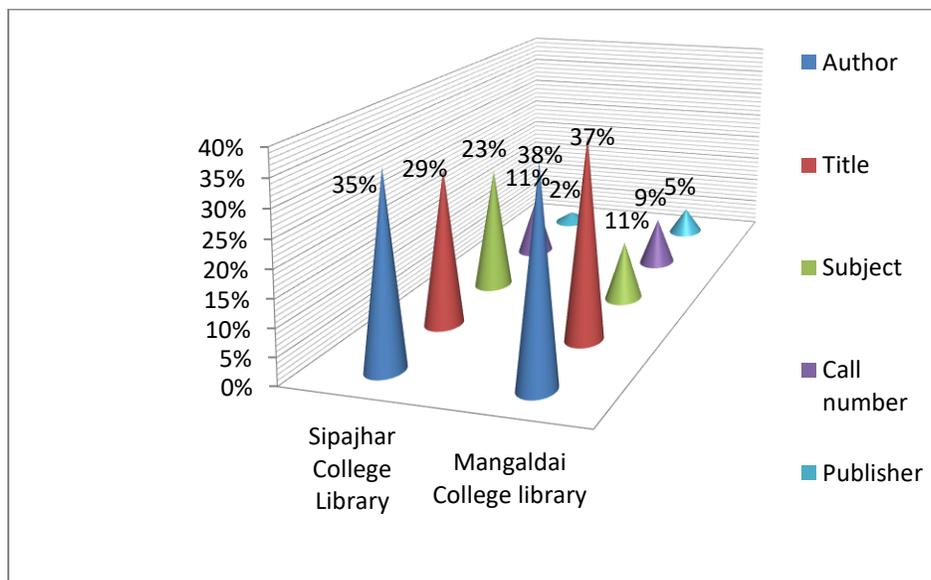


Figure 5: Way of searching document.

From the figure 5, it is clear that generally author search is done by most of the users in both the libraries, i.e. 35% users of Sipajhar College and 38% users of Mangaldai College. 29% user of Sipajhar College Library and 37% user of Mangaldai College Library search document by Title of the book. 23% user of Sipajhar College Library and 11% user of Mangaldai College Library search document by Subject. 11% user of both the libraries search document by Call Number. Only 2% user of Sipajhar College Library and 5% user of Mangaldai College Library search document by publisher's name.

Way of learning use of OPAC: Users came to know about OPAC from various sources and they learn to operate OPAC from these sources. Sources users came to know about OPAC are listed below:

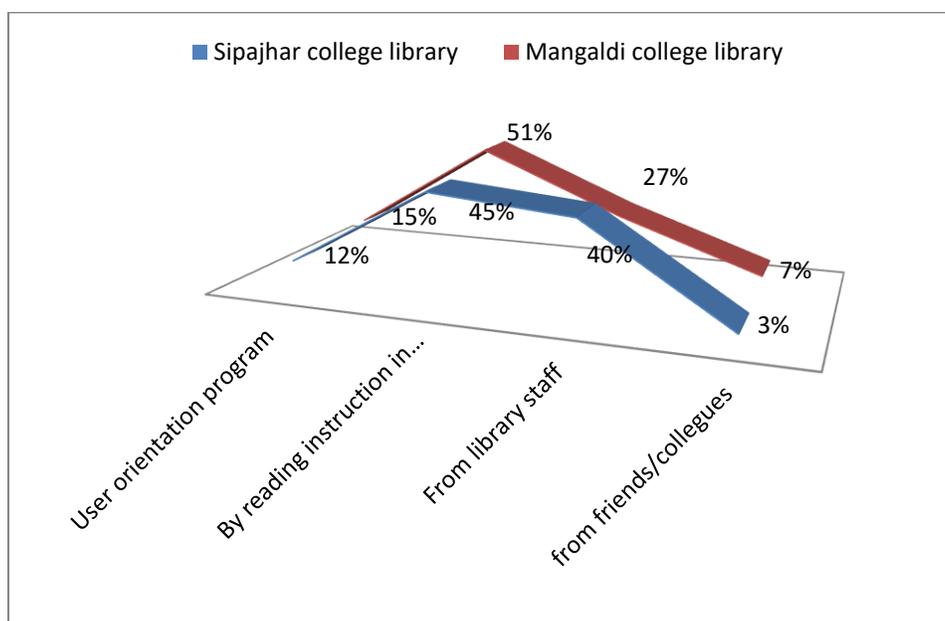


Figure 6: Way of learning about OPAC.

By reading the instruction given on the screen, users can learn to operate OPAC. 12% user of Sipajhar College Library and 15% users of Mangaldai college library learn it from orientation program as given on figure 6. 51% users of Mangaldai College and 45% users of Sipajhar College library learn it by reading the instruction given on it. 27% of Mangaldai College Library and 40% users of Sipajhar College Library learn it from library staff and only 3% users of Sipajhar College Library and 7% users of Mangaldai College Library learned it from their friends.

User's perceptions about OPAC: During use of OPAC different user create different perceptions about the OPAC.

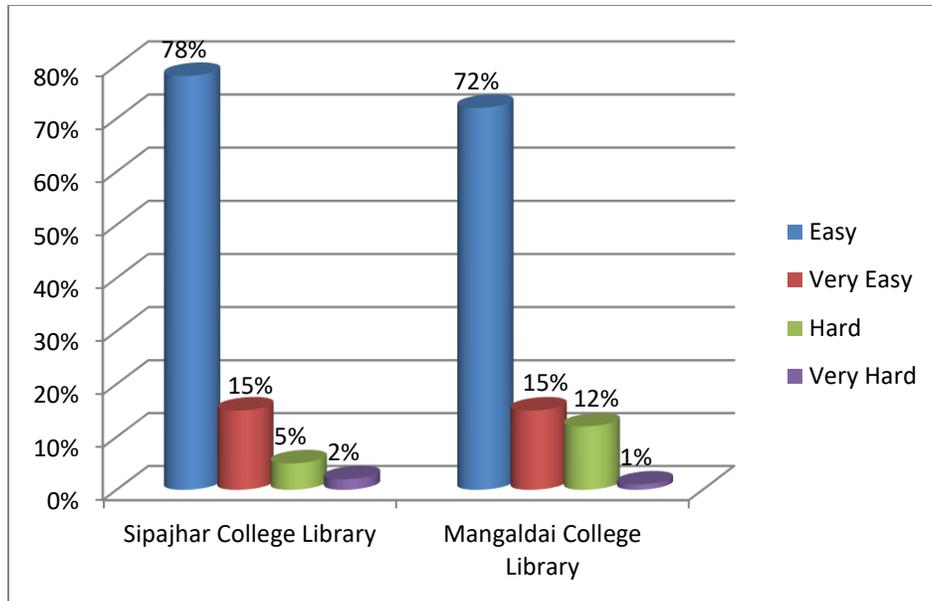


Figure 7: Users perceptions about OPAC

As given by the figure 7, according to 78% users of Sipajhar college library and 72% users of Mangaldai College library OPAC is very easy to use but only 2% and 1% OPAC users of Sipajhar College and Mangaldai College Library found it very hard to use . For 15% users of both the library, it is very easy for use. 5% users of Sipajhar College and 12% users of Mangaldai College Library found it hard to use.

Problem faced by users during use of OPAC: List of problems faced by OPAC user is very long. There are various factors that created problems during OPAC used. These are categorized on the basis of user responses.

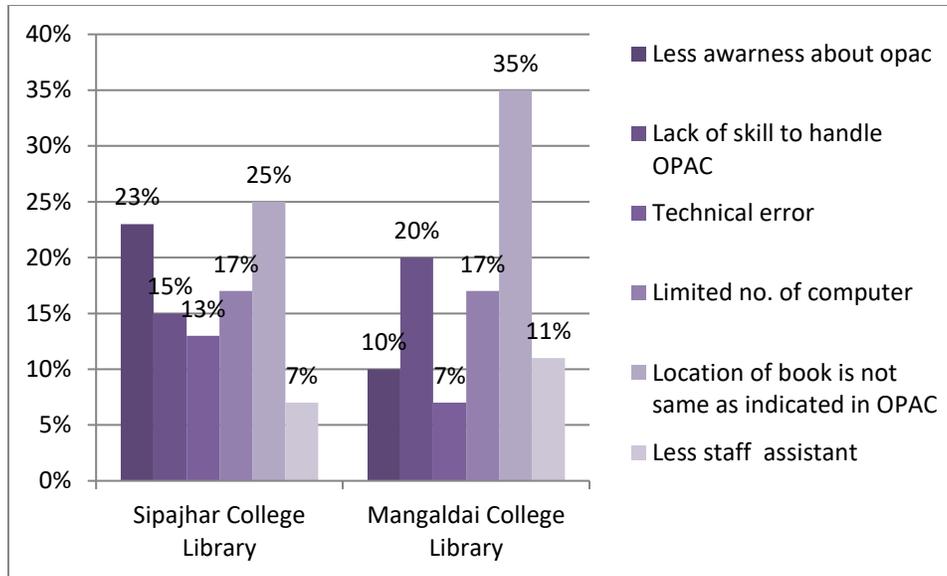


Figure 8: Problem faced by users during use of OPAC

Figure 8 states that 25% users of Sipajhar College Library and 35% users of Mangaldai College Library face the location displacement problem. They don't find the book on the exact location showed by the OPAC. 23% and 10% users of Sipajhar and Mangaldai College Library face problem in using OPAC because of lack of awareness's about it. 15% of Sipajhar College library and 20% of Mangaldai College Library face problem in using OPAC due to lack of knowledge to operate it. 13% and 7% users of Sipajhar College and Mangaldai College Library OPAC users face problems due to technical error. 17% users of both the library face problem due to limited no. of computer. 7% and 11% users of Sipajhar and Mangaldai College libraries respectively face problem because of less assistance from staff.

Satisfaction level: Most of the users are satisfied. But there are some which are not sure about it and some are not satisfied due to various issues.

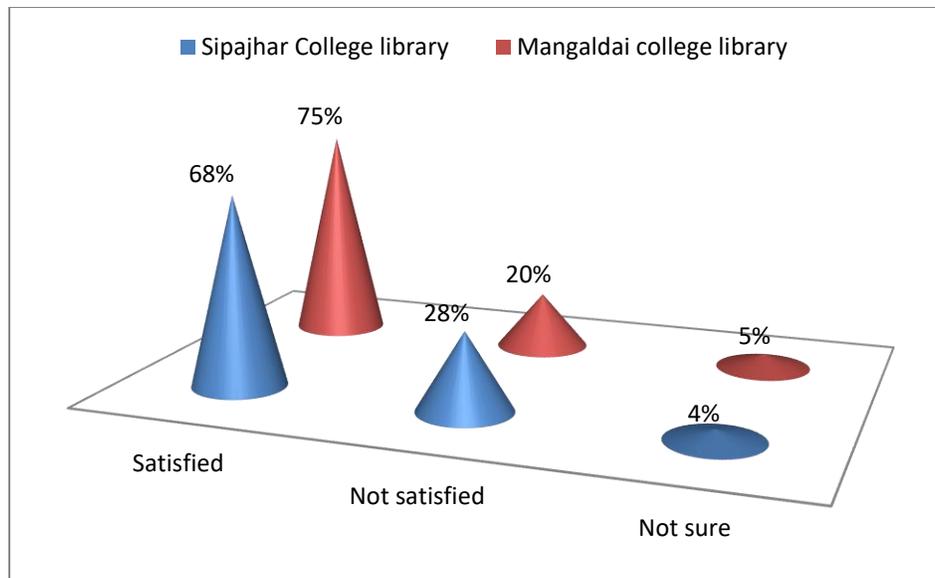


Figure 9: Satisfaction of OPAC users.

Figure 9 states that 68% users of Sipajhar College Library and 75% users of Mangaldai College Library are satisfied with OPAC service. 4% and 5% OPAC user of Sipajhar and Mangaldai college library is not sure about it.

Findings of the study:

- 86% of Mangaldai College library and 64% users of Sipajhar college library are aware about the OPAC services of their respective library.(Figure 1)
- Very less number of users uses OPAC on daily basis. (Figure 2)
- 30% and 34% users of Mangaldai college library and Sipajhar College library use OPAC to find availability of the document in the library respectively. (Figure 3)
- 96% and 90% users of Mangaldai College library and Sipajhar college library do simple search in OPAC respectively. (Figure 4)
- Most of the users use author search option to search required document through OPAC. (Figure 5)
- Users learn about OPAC by user's orientation program, by reading instruction, from library staff, from colleague or friend. 51% users of Mangaldai college library and 45% users of Sipajhar college library learn to run OPAC through instructions given on it. (Figure 6)
- 78% users of Sipajhar college library and 72% users of Mangaldai college library found the OPAC easy for use. (Figure7)
- Lack of awareness, lack of skill, technical error like slow speed, inappropriate search etc., lack of staff assistance, limited no. of computers for OPAC are the main problems faced by users. 35% and 25% users of Mangaldai college library and Sipajhar College library

are facing a problem of location respectively. They never found the book on the same location in the shelf mentioned in the OPAC. (Figure 8)

- 75% of users of Mangaldai college library and 68% of users of Sipajhar college library are satisfied with the use of OPAC. (Figure 9)

Implication of the Study: Main aim of the study was to bring the Strengths and weakness of the library related to OPAC service into focus. The study will helps in some areas follows:

- Spread Awareness among students and faculties about OPAC, technical guidance to use it, its usefulness etc.
- LIS professionals can relate their OPAC condition with the studied libraries and develop it use OPAC successfully.
- Library staff will be motivated.
- Budding researchers can do depth study on this area.

Recommendation: Based on the survey results it came into notice that library users are not much familiar with online public access catalogue. They are facing lots of problem during operating OPAC. Lack of awareness about OPAC, technical error, lack of skill to handle OPAC, less staff assistance, breakage of proper shelve location, limited no. of computers are the main problems facing the respondents of this study. But now time has come to concentrate more on awareness of OPAC among users because OPAC provide easy retrieval of information source within less time period. Some of the suggestions are given below:

- **Creating Awareness:** Awareness of OPAC can increase the access of various informational sources available at the library. Unaware about this can lead error tendency.
- **Technical Improvement:** Improvement should bring on technical field used in libraries. Numbers of terminals should be increase so that users don't have to wait for a long period to use OPAC.
- **Staff assistance:** Staff should always ready to guide the users to operate OPAC.
- **Maintenance of shelve:** Shelve should be always maintaining well. Book should be in proper place, as mentioned in OPAC.

Conclusion: An OPAC is information retrieval tool used for accessing the collections in libraries. OPAC allow the true integration of traditional and electronic resources entries. Use of OPAC save time of the users and provide easy access of resources. This study was carried out in two UGC recognized college libraries of Darrang District of Assam. The survey result shows that due to awareness about the OPAC user face lots of problem during handling of the OPAC in their respective libraries. It is very much essential to provide proper orientation about OPAC by well-trained personals so that user can run it properly.

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