Degree of satisfaction with OPAC:
A survey of Godavari College of Engineering Jalgaon

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Abstract

The paper deals with the application and uses of the online public access catalogue (OPAC) in Godavari Foundation's Godavari College of engineering library affiliated to North Maharashtra University (NMU). A questionnaire was developed and distributed randomly to 400 students. The paper presents the findings relating to how users learn to use the OPAC, frequency of use of the OPAC, approaches to the OPAC, causes for getting no results on searching and rating of use of OPAC.

Keywords: OPAC; library users, IT.

Introduction

A new environment for OPAC use: the rise of search engines

Online Public Access Catalogues (OPACs) first appeared in the 1970s, step by step replacing the card catalogue. With the growth of computer networks such as Telnet, users were able to access the OPAC. At one point in time, the electronic catalog was at the front line of service technology. A concern with the library OPAC was that it was frequently inaccessible from the rest of the library website and the web. It can be difficult to conduct a search from the catalog to the web or from the library website to the OPAC. The OPAC may have a special explicit user interface from the rest of the library website and may look unlike and interact differently with users. This can be puzzling to the users when they are trying to search for information. The users may have to search many different places i.e. databases, indexes, digital repositories, and the OPAC. Despite common use of Internet search engines, the online catalogue is still the main way to access the collection of a library. The use of an Internet search engines has implications for user expectations around the online catalogue, and search strategy when using the online catalogue

Objectives of the study:

The study was conducted with the following objectives:
1. To assess the amount of familiarity and frequency in the use of OPAC among users.
2. To find the purpose and utilization of the OPAC service.
3. To know the level of satisfaction with current OPAC terminology
4. To assess the opinions of users on electronic format over the print format.
5. To know the difficulties encountered by the users while using e-resources.

Limitation:

The present study aims to find the use level of OPAC service in the Godavari college of Engineering. The major limitation is that the present study covers only the OPAC users.

Information about the Library.

The total collection of the library is 23920 including books, back volumes of technical periodicals and technical reports. The library subscribes to over 109 technical journals, which include national and international journals. The library has its digital collection of various reading materials. Online access is available to DEL, ACM and also to a very large collection of non-book material i.e. video CDs of IIT lectures, audio cassettes of lectures and motivational films.

Methodology

A questionnaire was used to collect the data. At present there are 1200 undergraduates, 30 postgraduate students and 95 faculty members in this college. The questionnaire contained 11 questions, both open and closed ended. It was sent to 400 users, of which 329 responded, i.e. 82.25%. In order to identify the level of user satisfaction with OPAC features and the problems that users had with OPAC, a questionnaire was developed to address various issues relating both to the user and to the system itself, divided into five different parts.
(1) Information concerning the user
(2) General appraisal of the OPAC
(3) Search options
(4) Search results
(5) Presentation of results

Data Analysis

The collected data were analysed using appropriate statistical techniques, for drawing meaningful inferences and are presented below.

Table No. 1: Class wise respondents

Sr. No.	Class of Student	Total	Response	Percentage
1	First year	100	85	
2	Second year	100	73	
3	Third year	100	89	
4	Fourth year	100	82	
	Total	**400**	**329**	**82.25%**

Table no. 2: How Users learn to use the OPAC

Sr. no	User learn to use the OPAC	Total	Percentage
1	Intuitively	98	29.78
2	From the Librarian	123	37.38
3	No answer	108	32.83
		329	100%

From Table no. 2 it is noted that the largest number of users (37.38%) learned to use the OPAC from the librarian, while 29.78 % users learned it intuitively. 32.83% users did not answer the question.

Table No.3: Frequency of use of OPC in searching

Sr no.	Use of OPAC	Total	Percentage
1	Not used	45	13.67
2	Some times	35	10.64
3	Very frequent - Expert user	249	75.68
		329	100%

Table no. 3 reveals that the maximum, i.e. 75.68 % of the users considered themselves as expert users, while 13.67% of users were not using the OPAC and 10.64% use it sometimes.

Table No. 4: Approaches to OPAC for searching information

Sr. No.	Searching Information By	Total	percentage
1	Author	230	69.90
2	Title	239	72.64
3	Accession No.	105	31.91
4	Class No	85	25.83
5	ISBN	19	5.77

It is evident from the table No.4 that the maximum number i.e.72.64% of the users are using Title search on the OPAC, and nearly the same number, 69.90 % of the users are searching information by Author. 31.91% are using Accession No wise, while 25.83% of the

users carry out class no wise search on OPAC and 5.77% use ISBN number for the searching of books.

Table No. 5: Causes for the system returning no results

Sr. No.	Causes for no result	Total	Percentage
1	Lack of practice in using the catalogue	66	20.06
2	Use of unrecognized characters	45	13.68
3	Lack of knowledge of subject searching	35	10.63
4	No records coincided with the search	49	14.90
5	Getting result properly	135	40.73

From Table No. 5 it is clear that most of the users are getting proper information through OPAC that is 40.73%. Another 20.06% stated that the system was returning no result due to lack of practice in using the catalogue, while 14.90% of users found that no records coincided with the search. 13.68% users gave the cause as use of unrecognized characters for the system returning no result. Only 10.63% of the users reported lack of knowledge of subject searching.

Table No. 6: Rating of use of OPAC

Sr. No.	Opinion	total	Percentage
1	**Excellent**	175	53.19
2	**Good**	88	26.75
3	**Average**	40	12.15
4	**Unsatisfied**	26	7.91
		329	100%

The table highlights the level of satisfaction of the respondents regarding the OPAC. 53.19% of the users have the opinion that the OPAC is the excellent, 12.15% of users rated it as average. A small number, i.e. 7.91% are unsatisfied with OPAC.

Conclusion

The world of academics is enjoying the fruits of information technology in this IT era and the users of the OPAC have basic knowledge to handle the IT resources. The institutions involved in academic work should provide technical training to their students. The modern society is dynamic and complex. The duty of the librarian towards social change, scientific

development and social uplift is undisputable. OPAC will definitely make a significant impact on its users.

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