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# USE AND USERS' SATISFACTION WITH ON-LINE PUBLIC ACCESS CATALOGUE (OPAC) SERVICES OF MIZORAM UNIVERSITY LIBRARY: A SURVEY

<sup>1</sup> Esther Lalnunpuui, <sup>2</sup> R.K. Nurtinkhuma and <sup>3</sup> Manoj Kumar Verma\*

<sup>1</sup> Research Scholar, Department of Library and Information Science, Mizoram University,  
Aizawl-796004, Mizoram, India

<sup>2</sup> Professor, Department of Library and Information Science, Mizoram University,  
Aizawl-796004, Mizoram, India

<sup>3</sup> Assistant Professor, Department of Library and Information Science, Mizoram University,  
Aizawl-796004, Mizoram, India (\*corresponding author)

E-mail: esther90chawngthu@gmail.com, rkn05@rediffmail.com, manojdlis@mzu.edu.in

## ABSTRACT

The present study 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. One hundred structured questionnaires were distributed among the students of Mizoram University to measure the use and satisfaction of OPAC services in the library, out of which 76 filled questionnaires were received for data analysis. 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.

**Keywords:** OPAC, Online Public Access Catalogue, Mizoram University, User Study, User Satisfaction etc.

## INTRODUCTION

The application of ICT in the field of libraries and information centres has brought a radical change in the techniques of access, retrieval and dissemination of information resources that a library acquired to serve its users. OPAC is one of the technologies which provide access to any of the information contained in the record for an item in the library. It may be define as a database of bibliographic records describing the holdings of a library. The library catalogue has evolved since it started some twenty years ago, through several years from traditional physical forms to the current web OPAC (Mi and Weng, 2008). An OPAC is an inventory of the stock of any library and also a tool for accessing the collections in most of the libraries. OPAC's allow the true integration of traditional and electronic resources entries. Linking of cataloguing, indexing and textual databases can be done to provide users with enormous access to local and remote information (Antell and Huang, 2008).

With the growth of computer networks such as Telnet, users were able to access the OPAC. Despite common use of internet search engines, the online catalogue is still the main way to access the collections 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 (Satpute and Chavan). The basic purpose of the OPAC is to create a database of library holdings which provides an online catalogue to help users in identifying and searching resources.

## ON-LINE PUBLIC ACCESS CATALOGUE(OPAC)

The Online Public Access Catalogue (OPAC) is an information retrieval system characterized by short bibliographic records, mainly for books, journals and audiovisual materials available in a particular library. (Thanuskodi,2012). OPAC contains all the bibliographic information of an information centre or we can say it

is a gateway to information centres collection. Online Dictionary for Library and Information Science (ODLIS) defines OPAC as, "An acronym for Online Public Access Catalogue, a database composed of bibliographic records describing the books and other materials owned by a library or library system, accessible via public terminals or workstation usually concentrated near the reference desk to make it easy for users to request the assistance of a trained reference librarians." 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 retrieved bibliographic records within the assistance of a human intermediary such as a specially trained member of the library staff."

### **USE SATISFACTION**

User satisfaction with computers is an increasingly important topic in view of the enormous growth in the number of organizational personnel who use computers in their work and the resulting need to evaluate the effectiveness of such usage (Allison and Rainer, 1996).

Cyert and March (1963) believed that if an information system meets the requirements of the users, the user's satisfaction with the information system will increase. Conversely, if the information system does not provide the needed information the users will become dissatisfied. Locke (1976) defined satisfaction as an emotional response or affect toward an object. Bailey and Pearson (1983) defined satisfaction as the sum of feelings or attitudes, both positive and negative affecting the specific situation. Melone (1990) concluded that an individual's perceptions of the computer system and related activities are predictive of the success of the computer system and that user satisfaction is an effective attitude towards all the various activities surrounding an end-users interaction with a computer-based information system. Thus, we can say that user satisfaction is the attributes to fulfil the needs of the user's.

### **PROFILE OF MIZORAM UNIVERSITY LIBRARY**

Mizoram University was established on 2<sup>nd</sup> July, 2001 by the Mizoram University Act, 2000 which appeared in the Gazette of India (Extraordinary) on 25<sup>th</sup> April, 2000 as a central University having his excellences, the President of India as its visitor with objective to educate and train manpower in the development of the state of Mizoram; and to pay special attention to the improvement of the social and economic conditions and welfare of the people of the state, their intellectual, academic and cultural development. There are altogether 8 different schools of study constituting 33 various academic departments

covering the streams of Humanities, Science, Social Science and Engineering etc.

Mizoram University Central Library started along with its parent body, the North Eastern Hill University (NEHU) Mizoram Campus in the year 1979. The total collection of the library by 31<sup>st</sup> March, 2016 included with the number of 103900 books, 320 Ph.D. theses, 235 M.Phil. dissertations, 310 Master Degree dissertation / project work and 11,005 bound volumes of journals. The library is now equipped with computers and other electronic & audio-visual equipments to provide seamless in-house and online services. Digitization of Mizoram University's own documents and publications for creating an institutional repository had been completed and hosted. The repository collection provides free online access to all types of institutional research outputs within the campus network (Intranet). Besides, implementation of advanced technology in the field of identification, security, tracking and automated handling of library materials using Electro-magnetic and Radio Frequency Identification (RFID) based library management system had been completed and used since March, 2012. The University had also become the member of UGC-Infonet Digital Library Consortium under E- sodhsindhu through which the student, faculty and staff can access more than 8000 core and peer-reviewed journals and 10 bibliographic databases from 23 publishers and aggregators in different disciplines.

### **REVIEW OF LITERATURE**

There are a good number of literatures available in this area of study. The scholar makes an extensive survey of literature in the concerned field to get abreast with the information. The literatures available in different forms have been scanned from the published documents in the area of the study.

Mulla and Chandrashekara (2009) conducted a survey on the effective use of Online Public Access Catalogue at the libraries of engineering colleges in Karnataka (India). Questionnaire based survey was conducted and distributed randomly to the staff and students of engineering colleges at Karnataka and found that there are lot of lack in awareness about OPAC in users' community and they reported that OPAC are not user friendly. Davendra and Nikam (2012) examined users' perception towards the use of OPAC in Law University Libraries in Karnataka. They designed a questionnaire and randomly distributed 300 users and resolved that there is a positive perception towards OPAC search, but the survey also underlines that all users are not fully satisfied with the OPAC. Doris, Felicia and Itunu (2013) studied about the use and satisfaction with Online Public Access

Catalogue in selected university libraries in Ogun State, Nigeria. A descriptive survey design was used for the study and stratified random sampling technique was used for sample selection of this study. The finding revealed that poor OPAC utilization among the respondents, most of the respondents was moderately satisfied with the use of OPAC but faced challenges to search document due to lack of orientation on OPAC usage, inadequate computer supplies and erratic power supply.

Ogochukwu (2015) investigated the influence of demographic factors and use of OPAC by under graduates' students in selected university libraries in southern Nigeria. The descriptive survey method and purposive sampling technique was used to select 283 respondents from both institutions and revealed that gender, age and level of study have direct correlation in use of OPAC. Kumar and Singh (2017) examined the use of OPAC in the University library of Guru Gobind Singh Indraprastha University, Delhi 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.

## OBJECTIVE OF THE STUDY

The main objectives of present study are to:

- ❖ Assess the awareness about use of OPAC among users
- ❖ Find out the purpose of using OPAC
- ❖ Find out the search pattern used to search information through OPAC
- ❖ Examine Determine the user's satisfaction on OPAC services
- ❖ Find out the major problems faced by respondents in using OPAC

## METHODOLOGY

The present study was conducted to know the users' awareness and satisfaction with OPAC services by students of Mizoram University. A survey research method was used to collect the data for this study. A structured questionnaire was prepared and randomly distributed among 100 students, out of which 76 filled questionnaires were received for interpretation of data.

## DATA ANALYSIS

Table-1A and B show the gender and age wise distribution of respondents and after analysis it was resolved that 47 (62%) represent male and 29(38%) represents female. The male respondents are more than female respondents. The majority of respondents (79%) are young and they are below the age of 25 years.

**Table-1-A: Gender-wise analysis of respondents**

Gender	No. of Respondents (%)
Male	47 (62%)
Female	29 (38%)
Total	76 (100%)

**Table-1-B: Age wise distribution of respondents**

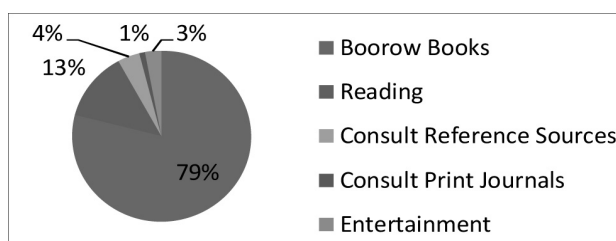
Age Group	No. of Respondents (%)
Below 25 years	60 (79%)
Between 25-35 years	16 (21%)
Between 35-45 years	-
Total	76 (100%)

Table-2 shows the frequency of visiting library by the respondents and it was resolved that most of the respondents 28(37%) were visiting the library twice in a week, 17(22%) of the respondents visit the library once in a week and majority of the respondents 31(41%) rarely visit the library. No respondents visit library daily.

**Table-2: Frequency of visiting library**

Frequency	No. of Respondents (%)
Daily	-
Twice in a week	28 (37%)
Once in a week	17(22%)
Rarely	31(41%)

The Purpose of visiting library by the respondents varies as per their interest and most of them were visiting the library for more than one purpose. Figure- 1 shows the purpose of visiting library and after analysis it was resolved that majority of the respondents 79% visit the library to borrow books, 13% visit library for reading, 4% for consulting reference sources, 1% for consulting print journals and 3% visit the library for entertainment purpose through using reading materials.



**Figure-1: Purpose of visiting library**

Figure-2 reflects the awareness among the respondents about OPAC and it was resolved that most of the respondents

72(95%) aware about OPAC and they are using OPAC for information search while 4(5%) respondents were not aware with OPAC services of library and they are not using this facility to search their information. Further, figure-3 shows the reasons of not using the OPAC services and it was found that 1(25%) respondents were not using OPAC due to lack of awareness and other problem, 3(75%) due to lack of technical knowledge

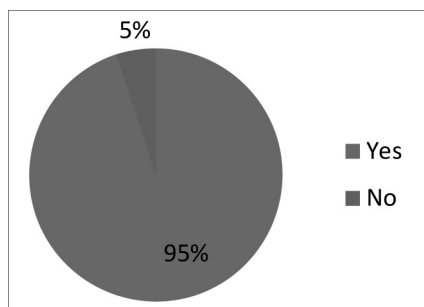


Figure-2: Status of awareness of OPAC by respondents

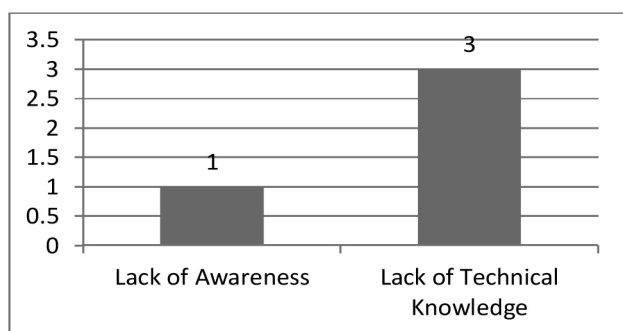


Figure-3: Reasons for not using OPAC

Figure-4 highlights the purpose of using OPAC and it resolved that majority of the respondents 39(54%) used OPAC to locate the documents on shelves (by author, title and subject), 15(21%) used OPAC to know the availability of requisite documents (forms of documents like books, thesis etc.) and 14(19%) used OPAC to know the location of requisite documents while 4(6%) of the respondents used OPAC to know the documents being issued.

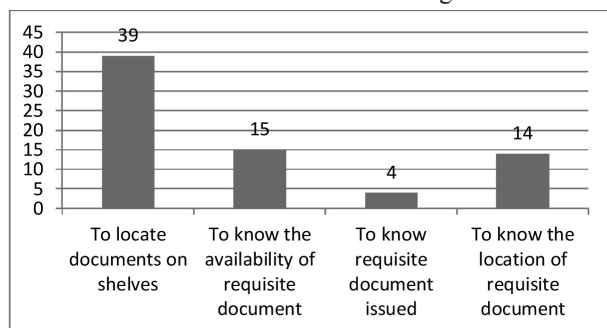


Figure-4: Purpose of using OPAC

Figure-5 shows the search pattern used of respondents and after analysis it resolved that 45(62%) respondents were used simple search for searching the documents followed by 23(32%) used advanced search while 2(3%) used additional search option and 2(3%) used ISBN search option for searching documents through OPAC.

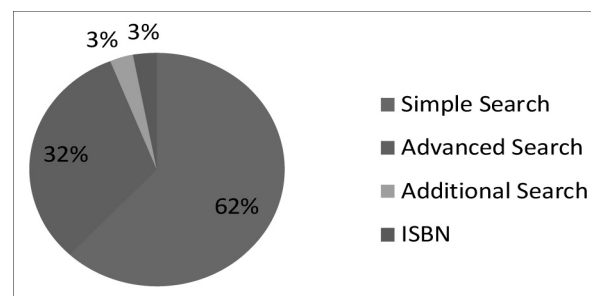


Figure-5: Search pattern of users in using OPAC

Figure-6 shows the preferred way for searching documents by the respondents. Majority of respondents 41(57%) were searching documents by title, 20(28%) respondents search by author and 8(11%) of the respondents use subject wise for searching documents, 2(3%) of the respondents used call number and 1(1%) search by publisher.

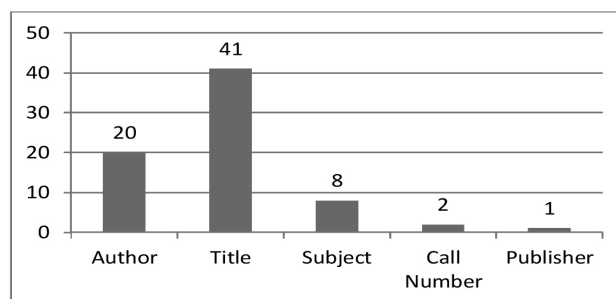


Figure-6: Preferred way to search documents

Figure-7 shows the method of learning to use OPAC among students and after analysis it resolved the largest number of users 41(57%) learned how to use OPAC from a library orientation program while 15(21%) respondents learn to use OPAC from their friends, 10(14%) respondents learn from the library staff and 3(4%) learn to use OPAC by themselves without any help and 3(4%) by using instruction appeared on computer screen.

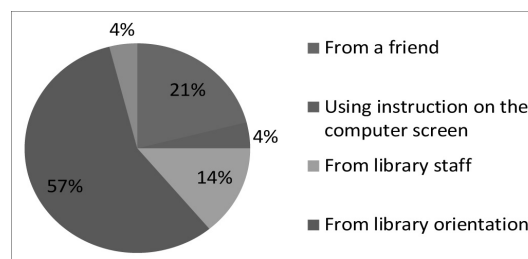
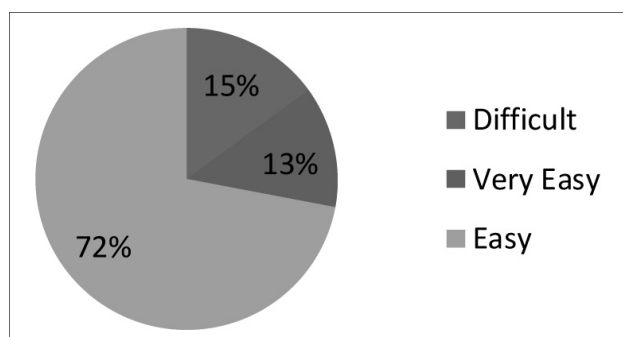


Figure-7: Way to learn to use OPAC

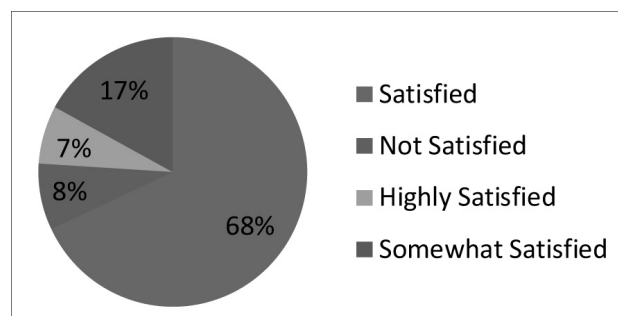


It is important to know the users perception about rating of library OPAC in terms of technicality in using and it represented in Figure-8, and after analysis it resolved that majority of the respondents 52(72%) have rated that OPAC is easy in use, 9(13%) respondents have the opinion that OPAC is very easy in use, while 11(15%) respondents have opinion that use of OPAC is difficult in technicality.



**Figure-8: Users' perceptions about technicality of library OPAC**

Figure-9 shows the satisfaction level of using OPAC. Majority of the respondents 49(68%) were satisfied in using OPAC. 12(17%) were somewhat satisfied and 6(8%) were not satisfied in using OPAC while 5(7%) were highly satisfied in using OPAC.



**Figure-9: Satisfaction level of users with OPAC services**

Table- 3 highlights the main problem faced by the respondents in using OPAC and resolved that among 30(42%) respondents faced problem that books are not in proper place as indicated in the OPAC. 8(11%) faced problem in less awareness about OPAC, 8(11%) faced problem due to insufficient number of terminals and 7(10%) have facing problem in item display while 7(10%) have lack of skills to use OPAC independently, while 6(8%) have problem due to lack of practice in using the catalogue, and 6(8%) have facing problem in using OPAC due to slow processing speed.

**Table-3: Main Problem Facing by Respondents in Using OPAC**

Problems	No.of Re-spondents	Percent
Items display problem	7	10%
Lack of practice in using the catalogue	6	8%
Lack of skills to use OPAC inde-pendently	7	10%
Less awareness of OPAC	8	11%
Slow processing speed	6	8%
Insufficient number of terminals	8	11%
Book not proper place as indicated in the OPAC	30	42%

### FINDINGS OF STUDY

1. The male respondents are more than the female respondents and majority of them are young and below than 25 age.
2. Majority of users are not regular visitor of library. Only 37% users visited library twice in a week and 22% users once in a week. The main purpose of visiting the library is to borrow books from library.
3. Majority of the users (95%) were aware and use library OPAC services and majority of them (68%) used OPAC to locate documents by author, title, subject etc. Further (17%) respondents use OPAC to search different categories of document such as book, theses etc.
4. 5% of library users are not aware about library OPAC and they never used it because of lack of awareness, lack of technical knowledge and some other problems.
5. About 62% users were searching document by simple search pattern by OPAC and the most preferred way to searching document by title (57%) followed by author (28%). About 57% users learn to use OPAC from a library orientation followed by their friends (21%) and the main purpose of using OPAC is to locate a document on shelves.
6. About 75% library users are satisfied with library OPAC services while and 8% respondents were not satisfied overall. Majority of the respondents (72%) have rated that OPAC is easy in use while 15% respondents have opinion that use of OPAC is difficult in technicality.
7. Major problem reported by users in using OPAC is books are not in proper place as indicated in the OPAC, less numbers of computer terminals (11%), and less awareness about OPAC uses (10%).

## CONCLUSION

The Mizoram University central library provides OPAC searching facility and services to its users to enhance the usage of the library resources. The use of OPAC by the students has increased their information especially in the location of books and other materials. The study conclude that most of the students were aware and use it to fulfil their bibliographic information needs while some of the students do not use OPAC services due to lack of awareness, insufficient number of terminals and lack of skills to use OPAC independently. The library staffs should take initiative to orient the users so that OPAC services of library should properly utilize.

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