

USE AND AWARENESS OF OPAC FACILITY AT MAHILA MAHAVIDYALAYA LIBRARY BANARAS HINDU UNIVERSITY, VARANASI: A CASE STUDY

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Abstract: - *This study investigated the use and awareness of Online public Access Catalogue (OPAC) by the students and faculty member of the Mahila mahavidyalay, Banaras Hindu university, Varanasi . Survey method used for this study and there were Two hundred fifty questionnaires were distributed to the students and faculty members. Two hundred duly questionnaire were received for the study. The study reveals that 41% of the user were using OPAC facility at daily basis, 50% of the users were using OPAC for finding the bibliographical details of the documents. 51% of the users were fully satisfied with the OPAC facility. 39.5% of the users were faced some problem like less awareness of OPAC system, slow processing speed, unavailability of library staff near the OPAC terminals and insufficient number of terminals. The result of the study reveal that a large number of users search the documents regarding the library material through OPAC.*

Keywords: OPAC, Library automation, Online Public Access Catalogue, Mahila Mahavidyalaya, Banaras Hindu University.

1. Introduction:

At present time most of the libraries have automated their functions using ICT to fulfill their user's needs. Library catalogue which is an important tool of the library services. Computerized catalogue is known as Online Public Access Catalogue. It is an electronic catalogue which contains bibliographic records mainly for books, journal and holding information of all items in a particular library. Academic scenario in library the OPAC is a gateway of

library collection and it also is an information retrieval system which changed the traditional card catalogue card system. The users in the library can search the database of reading materials and find required information online. OPACs for libraries comes in the 1980s, Web-based OPACs began to emerge in the late 1990s. Mulla and Chandrashekara (2009) highlighted that OPAC has made the library collection, easily accessible to everyone by breaking the physical boundaries of the library. As added features, some

libraries will allow patrons to request items from another library through inter-library loans service provided via the OPAC. Besides, it is used to locate books, electronic materials, required information resource is available in the library or not, compiled bibliographical list of books on a particular subject and check the number of copies (Bamidele, *etc.*, 2014). B. Ramesh Babu and Ann O'Brien (2009) stated that The gradual development in bibliographic standards, the enormous advances in computer and communication technologies and the growth of bibliographic utilities and networks have led to the design and development of online public access catalogues (OPACs). To improve the use of OPAC, (Kaur and Sharda, 2010) strongly advocated that librarians should assist users in learning the use of OPAC, search engine, e-mail and database search techniques and inform library users of the web sites available through the various networks.

Statement of problem:

The Mahila Mahavidyalaya Library of Banaras Hindu University, Varanasi provide OPAC facility since 2006. In this library users use OPAC facility while some like faculty members directly go to the stack room for find their required documents. In this process user's still face problem in accessing library documents due to lack of awarness and ICT skills, no any training or orientation programme on the use of OPAC. Others problem relates to lack of technical staff and terminals.

Objectives of the study:

The study was carrying out from the users in the Mahila Mahavidyalays library of Banaras Hindu University, Varanasi about the use of their OPAC systems and the general objectives of the study are;

1. To find out the frequency of using OPAC by the users.
2. To know the purpose of use of OPAC
3. To know the most suitable searching points in OPAC
4. To find out the reason for not using OPAC
5. To know the users satisfaction level while using OPAC

Limitations of the study:

The scope of the study area is limited on the use of OPAC by the users in Mahila Mahavidyalaya Library, BHU, Varanasi. The study comprises the user's *i.e.* faculty members, postgraduate and undergraduate students in the Women's College, Banaras Hindu University.

About Mahila Mahavidyalaya, BHU

Mahila Maha Vidyalaya, is a women's college in the Banaras Hindu University, Varanasi, India which offers undergraduate, postgraduate and doctoral courses in various subjects to women. It was founded in 14th December 1929 by Mahamana Pandit Madan Mohan Malaviya. The MMV library started OPAC services since 2006 with prime responsibility to promote the educational and knowledge needs o the students and faculty members. Mahila Mahavidyalaya

Library subscribing more than 55000 print volume of books mainly focusing on science, social science and humanities.

Methodology:

The study adopted a descriptive survey method to collect the data. A structured questionnaire method was used to collect the data. This study was conducted at Mahila Mahavidyalaya, Banaras Hindu University. The target population comprised 20(10%) faculty members, 50(25%) of PG Students and 130(65%) of undergraduate students in Mahila Mahavidyalaya, Banaras Hindu University. Total of 250 copies of the questionnaire were distributed randomly to faculty members, post graduate and undergraduate students two hundred questionnaire were retrieved. Data collected were analyzed using percentages and frequencies.

Literature review:

The study by Mulla and Chandrashekara (2009) on the effective use of OPAC by staff and students of engineering colleges across Karnataka (India) showed that 91.06 percent and 55.69 percent of the respondents were not interested in the use of OPAC due to shortage of terminals and lack of awareness of the facilities respectively. The analysis of the study by Nisha and Naushad Ali (2011) at the Indian Institute of Technology, Delhi, in regards to awareness about OPAC showed that 75 percent of respondents were aware about the OPAC through the intranet while 25 percent were not at all aware. OPAC awareness can be created through library orientation,

seminars, workshops, conferences, notice boards, university Website, library Website, library bulletin and university bulletin. Ruzegza (2012) investigated usability of OPAC interface features and found that (100%) of the respondents were aware of OPAC. Similarly, Fabunmi and Asubiojo (2013) investigated the awareness and use of OPAC by students of Obafemi Awolowo University, Nigeria. The study revealed that 68.7 % of the respondents were aware of OPAC services while the remaining percentage of the respondents used manual catalogues to access library resources. Setting up OPAC without the target users being sensitised about the purpose, functions and benefits can be considered a waste of resources. Thus, the need for proper training and sensitisation sessions for the target library users is very pertinent. due to lack of awareness, lack of skill and problems encountered during usage. In view of the above there is need to study the use and awarness of OPAC of female students and staff members of Mahila Mahavidyalaya, Banaras Hindu University.

**Data analysis and discussion Table 1 –
Response from the users on the use of OPAC**

Status	Respondents	Percentage
Faculty Member	20	10
PG Students	50	25
UG Students	130	65
Total	200	100

The result in table 1 shows that the analysis of data regarding the category of users such faculty members, post graduate students and undergraduate students. 20(10%) of the users were faculty members, 50(25%) users were PG students and 130(65%) respondents were undergraduate students using OPAC. This data shows that undergraduate students were using OPAC more in the comparison of PG students and faculty members. It may be possible that small representation of faculty member’s response that there were allowed to enter in to the stack room of books and they know what books and where it is available.

Table 2 – Gender wise distribution on the use of OPAC

Gender	MMV	Percentage
Female	180	90
Male	20	10
Total	200	100

Table 2 exhibits that gender wise distribution of the users and noticed that female users were more than male users. It shows that out of 200 respondents 180(90%) users were belonging to females category followed by 20(10%)

Table 3 - Frequency of use of OPAC

Frequency	Respondents	Percentage
Daily	82	41
Twice or more in week	72	36
Weekly	26	13
Rarely	20	10

The data in table 3 find out the frequency of the faculty members and students make use of the OPAC facility. The results showed that 82(41%) of the respondents were using it daily, followed by 72(36%) of the respondents twice or more in a week, 26(13%) of the user used once in a week, only 20(10%) of them used it rarely. Therefore it is clear that large number of respondents use of it daily basis in the Mahila Mahavidyalaya Library.

Table 4 – Purpose of use of OPAC

Purpose	Respondents	Percentage
To check document availability	42	21
Finding bibliographical details	100	50
Document Issued or No	40	20
Check no of copies	18	9

Table 4 depicted that a majority 100(50%) of the respondents consult the OPAC for finding the bibliographical details of books in the library, followed by 42(21%) of the respondents were use of OPAC to check the documents available in the library or not, 40(20%) of the respondents were use of it to know the particular document was issued or not and 18(9%) of the users use of OPAC to check the number of copies available in the library.

Table 5 – Frequency of search option on the use of OPAC

Frequency	Author	Percentage	Title	Percentage	Subject	Percentage	Cal No.	Percentage
Very Frequently	50	25	46	23	18	9	4	2.2
Frequently	80	40	76	38	32	16	8	3.8
Occasionally	36	18	44	22	50	25	10	5
Never	34	17	34	17	100	50	178	89
Total	200	100	200	100	200	100	200	100

The table 5 shows that frequency of search option in OPAC for searching their required documents. It shows that in case of author search options 80(40%) of the respondents use of author search option frequently, 36(18%) occasionally and 34(17%) of the users never use the author option. In case of title search options 76(38%) of the respondents use of the title search options frequently, followed by 46(23%) of the respondents very frequently, 44(22%) occasionally and 34(17%) of the respondents never use of title search option.

In case of subject search options 100(50%) of the respondents never use of the subject search options, followed by 50(25%) of the respondents occasionally, 32(16%) frequently and 18(9%) of the respondents use of subject search option very frequently.

In case of call number search options 178(89%) of the users never use of the call number search option, followed by 10(5%) use this search option occasionally, 8(3.8%) frequently and 4(2.2%) of the respondents use of call number search option very frequently.

Table 6 – Frequency of find documents after use of OPAC

Frequency	Respondents	Percentage
Always	72	36
Most of Times	78	39
Some Times	29	14.7
Never	11	10.3
Total	200	100

Table 6 explained that the frequency of finding documents by the respondents after use of OPAC. The respondent replied that 78(39%) of the users to get their required documents most of times after use of OPAC, followed by 72(36%) of the respondents get their required documents always by the use of OPAC, 29(14.7%) of the respondents replied that they get their required document some times and 11(10.3%) replied that they never get their required documents after use of OPAC search facility.

Table 7 – Problems faced by the users on use of OPAC

Problems	MMV/Respondent	Percentage
Less awareness of OPAC	79	39.50
Slow processing speed	24	12
Staff Assistance	66	33
Insufficient no. of terminals	31	15.50

The data in table 7 shows that the problems faced by the respondent while using the OPAC facility. Above table reveals that almost all the users are face some problems. 79(39.50%) of the respondents face the problems of less awareness of OPAC facility, followed by 66(33%) staff assistance, 31(15.50%) insufficient number of terminals and 24(12%) of the respondents face the problem of slow processing speed. It is clear that user's still face problem due to lack of training or orientation programme on the use of OPAC. Others problem relates to lack of technical staff and terminals.

Table 8 – Satisfaction level on the use of OPAC

Satisfaction level	MMV	Percentage
Fully Satisfied	102	51
Satisfied	52	25.80
Neither Satisfied nor dissatisfied	34	17.20
Dissatisfied	12	6
Total	200	100

Table 8 show the users view regarding the satisfaction level on the use of OPAC facility. The

above table shows that 102(51%) of the respondents of Mahila Mahavidyalaya were fully satisfied with the OPAC search facility, followed by 52(25.80%) satisfied, 34(17.20%) users were neither satisfied nor dissatisfied with the present SOUL software OPAC search facility and remaining 12(6%) of the respondents in Mahila Mahavidyalaya, BHU were dissatisfied with the present OPAC search facilities.

Conclusion:

Today the online public access catalogue is an important service for any library system because OPAC is an information retrieval tool of library resources throughout the globe. Respondents can browse information through OPAC on the topic of their interest. The study reveals that respondents always find their desired documents after using OPAC searching services but some of the respondents were facing some problems. Therefore, we recommend that the library should create more awareness and effective education for students at various levels to ensure maximum utilization of library resources by doing the following:

- Create more awareness of library OPAC
- Providing user training or orientation programme about OPAC at various level.
- Providing effective user education on the use of OPAC

- Provide proper location of the OPAC terminal
- Providing more OPAC terminals to the users.

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