Application of OPAC in Central Library of Jawahar Lal Nehru University and Jamia Millia Islamia, New Delhi

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Abstract
The present paper examines the utility and application of two Central University Libraries of India. Findings clearly revealed that the majority of the users extensively use the Online Public Access Catalogue (OPAC) because it saves the time substantially. However, the OPAC is the most popular and successful way of indicating the holding and shelves of items in a library. The study reveals that most of the users of JMI and JNU are using OPAC for the bibliographical detail. The study also reveals that most of the users of both the libraries require training programmes so that they may handle OPAC with ease and confidence. Furthermore, it suggests that well qualified and experienced staff should be appointed in the libraries for providing better services.

Keywords: Internet, OPAC, WWW, ILL

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INTRODUCTION
Online Public Access Catalogue (OPAC)
Online Public Access Catalogue that is popularly known as OPAC provides bibliographic information of a library/information centre/resource centre. SIRSI Glossary of terms defines OPAC as "A computer workstation used to search a library's catalogue. OPAC can refer to either the actual workstation in the library, or to the interface provided by the library that is accessible from anywhere". 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 such as a specially trained member of the library staff".

Thus, we can say that OPAC is a computer held catalogue that has maximum probability to be searched by a user sitting at a remote terminal. An OPAC is a library catalogue accessed via a computer terminal for the benefits of library users. OPACs were introduced in the US in the late seventies and in the UK in early eighties. As a result of library automation process, a number of libraries, in India have installed OPAC terminals [1–7]. Library users are finding these OPAC terminals quite useful for the searching of the documents.

WEB OPAC
Web OPAC is an OPAC, which is provided on the web and with the help of internet anybody can access it from anywhere. It is programmed to facilitate from members to access the OPAC, through their own search, for the ease of borrowing, request for the information about borrowing, reservation, etc. related to their own library profile, as well as to make automatic reservations.

CENTRAL LIBRARY OF JAWAHAR LAL NEHRU UNIVERSITY (JNU)
The Central Library, knowledge hub of Jawaharlal Nehru University provides comprehensive access to books, journals, theses and dissertations, reports, surveys covering diverse disciplines. Some of the services, mentioned on the University portal (http://www.jnu.ac.in/Library) are given:

Library Services
- Membership and Issue-Return services are centralized at the Ground floor.

- Document Delivery Services and Inter-Library Loan facilities are available at the Cyber Library Counter.
- Articles from Social Science Periodicals are indexed at Documentation Unit and online search is available through OPAC.
- Card Catalogues of different collections are available on respective floors

Special Services
- **Cyber Library**: 200 PCs have been installed for students and research scholars to access internet and online resources.
- **Information Browsing Unit:** The unit has been established for the faculty members for online information browsing.
- **Helen Keller Unit:** A special unit named Helen Keller Unit for the visually challenged students and researchers is located at the newly renovated Reading Hall.
- **Online Journals and Databases**: Library provides access to 10,000 full-text e-journals/online databases.
- **Monday Display:** New Books purchased by the Library are displayed on every Monday. All these Books are kept for consultation at the Circulation Counter.
- **CD-ROM:** Access to CD-ROMs which comes along with books / journals and statistical data is available in the Automation Unit.
- **Inter-Library Loan:** Books and Articles are arranged from other Libraries under this facility through DELNET.
- **Newspaper Clippings**: About 12.45 lakh newspaper clippings on area studies and basic disciplines are available for students and research scholars of the University. The digitization process of newspaper clippings has been started.
- **Tracing File:** Information about untraced books must be recorded in the tracing files kept on different floors of the Library.
- **Dissertations and Theses:** Metadata of theses and dissertation is available through OPAC.
- **Lockers:** Library provides lockers facility to the Research Scholars & Faculty Members, on request.

Dr. Zakir Husian Libraryof Jamia Millia Islamia (JMI)
Dr. Zakir Husain Library named after the ex-President of India, (Late) Dr. Zakir Husain in 1973, is the Central Library of the Jamia Library System, which includes the Faculty and Center Libraries. Stocking a rich collection of over 3.57 lacs learning resources in all major discipline taught in the university and spread over an area of 23,038 sq. feet, the library caters to the academic needs of the University students, staff and research scholars. The collection consists of books, periodicals, pamphlets, manuscripts, photographs and electronic resources. The library provides open access to users; except Rare Books Section; Manuscripts and Archival material where closed access is observed. The Text Books Section also observes closed access system.

The library has fully computerized its most actively used collection, which is now available to users through OPAC (Online Public Access Catalogue) with network access across the campus-wide LAN. (www.jmi.ac.in) [9–14].

Library Services
- Inter Library Loan (ILL)
- OPAC (Online Public Access Catalogue)
- Reference Services
- Photocopy Services
- Internet Service
- Information/Help desk
- Library and Information Science Course

REVIEW OF RELATED LITERATURE
Wells (2007) under the title **"What is a library OPAC?"** states that this paper aims to look at online public access catalogues (OPAC) operations in the light of the philosophy of information, communication theory and semiotics, and to revisit fundamental questions about the nature of library OPACs and the ways in which they function. An OPAC to be practicably complexity of the information it contains, must be reduced to a manageable level of simplicity. OPACs purport to allow complete retrieval, even though data structures and index definitions are not transparent.

The paper **(Sridhar, 2004)** not only brings various aspect of the user behavior about OPAC but also depicts the difference in user behavior as well as the effects of technological changes from Card Catalogue (Manual System) to OPAC.

Suhr (2009) studies in the paper entitled **"A web utility for OPAC searching by ISBN"** states that the purpose of this paper is to discuss modifying an existing book market which is a button-based tool that adds functionality to a web browser. This modification allows an individual to search a library's OPAC by ISBN for numbers encountered in the body of web documents such as bibliographies or book reviews. The paper documents the code for the book market and its modification for different browsers. The process involves using JavaScript to copy highlighted text from a web page and send it as a search to the local OPAC.

Guha and Saraf (2005) studies in the paper entitled **"OPAC usability: assessment through verbal protocol"** aims to investigate how participants have interacted during the execution of Online Public Access Catalogue (OPAC) searches, and whether they were satisfied or dissatisfied or confused. This is based on a sample of 18 OPAC users of the British Council Library in Kolkata. **Singh (1995)** studies in the paper entitled **"Management decision: Beyond the OPAC"** states that the library automation focuses as it has been on the OPAC is really only are components is an information strategy. That strategy is necessarily about keeping option open and recognizing the fact that the information technology curve is short and continuously changing. It is time for librarian to expand their view of the credentials which define the "Professional" cadre in academic libraries.

Byrne, Alex and Micco (1988) describes under the title **"Improving OPAC subject access: The ADFA experiment"** the author discuss on improving OPAC in subject access. After reviewing six months of work involving some 6,000 books, this study attempts preliminary attempt to show the value of a user-centered approach in the project

management involved in developing such a service as recommended by Human Computer Interface (HCI) studies. Evaluation studies of the online catalogue, where the OPAC a web proto type interface and of OPAC 97 are reviewed briefly and the result described in relation to the OPAC 97 project. Although the OPAC 97 interface made use of various HCI recommendations, user feedback sometimes contracted these in specific instanced revealing the value of detailed user evaluation in developing services [5–14].

OBJECTIVES OF THE STUDY
- To identify the frequency if visit to the library, and the purpose of visiting the library.
- To find out the services being rendered by the library.
- To identify the difficulties in obtaining the required information.
- To find out the user's opinion regarding hit terms found through OPAC.
- To find out the provision of Open Access System, Card Catalogue and its uses.
- To find out the existing pattern for searching the documents.
- To identify the convenience of facilities provided by the library.
- To also identify the IT based services provided by the library.
- To know the members reaction about the behavior of library staff.
- To know whether JMI and JNU both the libraries provide special training to their users for appropriate use of OPAC.
- To find out user's opinion regarding the awareness, utilization satisfaction, level to use the OPAC.

METHODOLOGY OF THE STUDY
The problem for the present study is "Application and Utility of Online Public Access Catalogue (OPAC) in Central Library of Jawahar Lal Nehru University and Dr. Zakir Husain Library of Jamia Millia Islamia at New Delhi: A Comparison". The investigator distributed 250 questionnaires, interviews and observations were made. A total number of 125 questionnaires were distributed in each central library of JNU and JMI and 100 and 90 retuned from JNU and JMI.

DATA ANALYSIS AND INTERPRETATION

The present study seeks to examine the **"Application and Utility of Online Public Access Catalogue (OPAC) in Central Library of Jawahar Lal Nehru University and Dr. Zakir Hussain Library of Jamia Millia Islamia at New Delhi: A Comparison"**

The collected data have been organized and tabulated by using statistical method, tables and percentage. This chapter deals with the analysis and interpretation of the data, which have been collected through questionnaire, interview and observations. Table 1 shows that total numbers of 250 questionnaires were distributed. A total number of 125 questionnaires were distributed in each central library of JMI and JNU. But only 90 and 100 were returned from JMI Library and JNU Library respectively.

Table 2 shows that the frequency of the visit to the library by JMI and JNU Students. The table depict that 61.11% of students in JMI and 55% of students in JNU visit the library daily, 22.22% of JMI students and 25% of JNU students visit once in a week, 11.11% of JMI and 20% of JNU students visit the library occasionally and 5.56% students of JMI visit the library once in a month. No. student of JNU visit the library once in a month. Comparatively, number of students visiting library daily in JMI is more than that of JNU. This shows that the majority of students of both the institutions are visiting the library daily, because for seeking the information related to their courses and research work, followed by weekly, occasionally and monthly.

Table 3 shows that 77.77% of students in JMI and 80% of students in JNU are using OPAC for searching the document, followed by 18% of students in JMI and JNU are searching the documents by him through shelves searching. 7% and 9% are taking help of staff, teachers and friends in JMI and JNU, respectively. Table depicts that 5% and 3% of students are using library catalogue in JMI & JNU, respectively. Majority of students are using OPAC for easy and quick retrieved the library material and also save the time of the users.

Table 4 shows that only 77.77% and 80% of users are aware of OPAC in JMI and JNU respectively. Only 80% of students are aware of OPAC in both the libraries. The table depicts that majority of users are aware of OPAC because today's era everybody is I.T. oriented and OPAC is the easiest medium to locate the document in the library.

Table 5 shows that 77.33% users for search bibliographical detail in both the libraries, and 6% users for find out the location, as well as 17%% students show the availability of the material in both the libraries. Majority, the numbers of students are access the bibliographical detail through OPAC because it provides the information about Title, Author, and Subject etc of the document. Search the library material through OPAC in JNU is more than that of JMI.

Table 6 shows that 26% of students in JMI and 25% of students in JNU access point for search the document by Author, 57% of JMI students and 62% of JNU students access the document by Title, 11% of JMI and 8% of JNU students search the material by Subject and 6% students of JMI and 2.5% access the document through others. In total, 25% of students' access by author, 60% of students access the document by title, 11% of students' access by subject and only 4% of students' access by others.

This shows that the majority of students of both the institutions are search the document through Title is the most common approach of the user for searching the documents as users are commonly unaware about the author, subject etc. Table 7 shows that in JNU, Daily visitors are only 27.5%. These owe to reason that a substantial number of the user prepares for competitive examination and they study in their room for this purpose. This is not in case of JMI whose undergraduate students visit library daily is good number. This shows that the majority of students of both the institutions are using the OPAC daily, followed by weekly, fortnightly and monthly.
Table 8 shows that using the search strategy in OPAC in the library by JMI and JNU Students. The table depicts that 71% of students in JMI and 75% of students in JNU using search strategy by simple search.

Approximately, 21% of JMI and 16% of JNU students using the search strategy by complex search and 7% students and 9% of student in JMI using the search strategy by others. This shows that the majority of students using search strategy, "simple search" because they are aware by Author, Title and subject. In most of the cases, information needs of the users are fulfilled using simple search strategy. Another reason is that user is not comfortable with the complex search.

Table 9 that 29% of students in JMI and 26% of students in JNU learning point through previous experience. Approximately 16% of JMI students and 15% of JNU students learning point through orientation, 43% of JMI and 46% of JNU students learning point through friends and 13% students and 12.5% of student in JMI learning point through library staff. In total, 27% of students learning point through previous experience, 15% of students learning point through orientation, 45% of students learning point through friends and only 13% of students through library staff. This shows that the majority of students of both the institutions are learning point through friends. Comparatively, number of students using the search strategy by simple search in JNU is more than that of JMI. Table 10 shows that 29% of students in JMI and 27.5% of students in JNU fully satisfied. Approximately 49% of JMI students and 50% of JNU students moderately satisfied, 15% of JMI and 14% of JNU students rarely satisfied and 8% students and 9% of student in JMI not satisfied with the retrieved items through OPAC. This shows that the majority of students of both the institutions are moderately satisfied. Majority of the users are moderately satisfied because they get maximum information from OPAC but not fully satisfied because at times there is not able to get information which they need.

Table 1: Rate of Response of All Users.

S. No.	Libraries	No. of Distributed Questionnaires	No. of Returned Questionnaires	%age of Response
1.	JNU	125	100	80%
2.	JMI	125	90	72%
Total No. of Users		250	190	76%

Table 2: Frequency of Users to Visit the Library.

S. No.	Frequency	Respondent of Libraries		
		JMI	JNU	Total
1.	Daily	55 (61.11%)	55 (55%)	110 (57.89%)
2.	Weekly	20 (22.22%)	25 (25%)	45 (23.68%)
3.	Occasionally	10 (11.11%)	20 (20%)	30 (15.79%)
4.	Monthly	05 (5.56%)	-	05 (2.63%)
Total No. of Respondents		90	100	190

Table 3: Searching Tools for Library Material.

S. No.	Searching Tools	Respondent of Libraries		
		JMI	JNU	Total
1.	Search the shelves on your own	10(11.11%)	08(8%)	18(9.48%)
2.	Your Own Ask the Library Staff/Teacher/Friend	06(6.66%)	09(9%)	15(7.90%)
3.	Consult the Library Catalogue	04(4.44%)	03(3%)	7(3.68%)
4.	Through OPAC	70(77.78%)	80(80%)	150(78.94%)
Total No. of Respondents		90	100	190

Table 4: Awareness about OPAC.

S. No.	Awareness	Respondent of Libraries		
		JMI	JNU	Total
1.	Yes	70(77.78%)	80(80%)	150(78.94%)
2.	No	20(22.22%)	20(20%)	40(21.05%)
Total No. of Respondents		90	100	190

Table 5: Purpose of Using OPAC.

S. No.	Purpose	Respondent of Libraries		
		JMI	JNU	Total
1.	Bibliographical Details	55 (78.57%)	61 (76.24%)	116 (77.33%)
2.	Location	05 (7.14%)	04 (5%)	09 (6%)
3.	Available of the Material	10 (14.29%)	15 (18.75%)	25 (16.67%)
Total No. of Respondents		70	80	150

Table 6: Access Point for Search the Document.

S. No.	Access Point	Respondent of Libraries		
		JMI	JNU	Total
1.	Author	18 (25.71%)	20 (25%)	38 (25.33%)
2.	Title	40 (57.15%)	50 (62.5%)	90 (60%)
3.	Subject	08 (11.43%)	08 (10%)	16 (10.67%)
4.	Others	04 (5.71%)	02 (2.5%)	06 (4%)
Total No. of Respondents		90	100	190

Table 7: Frequency Using OPAC.

S. No.	Frequency	Respondent of Libraries		
		JMI	JNU	Total
1.	Daily	35 (50%)	22 (27.5%)	57 (38%)
2.	Twice in a Week	20 (28.57%)	40 (50%)	60 (40%)
3.	Fortnightly	08 (11.42%)	10 (12.5%)	18 (12%)
4.	Monthly	07 (10%)	08 (10%)	15 (10%)
Total No. of Respondents		70	80	150

Table 8: Search Strategy in OPAC.

S. No.	Search Strategy	Respondent of Libraries		
		JMI	JNU	Total
1.	Simple	50 (50%)	60 (27.5%)	110 (38%)
2.	Complex	15 (28.57%)	13 (50%)	28 (40%)
3.	Others	05 (7.14%)	07 (8.75%)	12 (8%)
Total No. of Respondents		70	80	150

Table 9: Learning Point of OPAC.

S. No.	Learning Point	Respondent of Libraries		
		JMI	JNU	Total
1.	Previous Experience	20(28.57%)	21(26.25%)	41(27.33%)
2.	Through Orientation	11(15.71%)	12(15%)	23(15.33%)
3.	Through Friends	30(42.86%)	37(46.25%)	67(44.67%)
4.	Through Library Staff	09(12.86%)	10(12.5%)	19(12.67%)
Total No. of Respondents		70	80	150

Table 10: Satisfaction Level with Retrieved Items.

S. No.	Satisfaction Level	Respondent of Libraries		
		JMI	JNU	Total
1.	Fully Satisfied	20(28.57%)	22(27.5%)	42(28%)
2.	Moderately Satisfied	34(48.58%)	40(50%)	74(49.33%)
3.	Rarely Satisfied	10(14.28%)	11(13.75%)	21(14%)
4.	Not Satisfied	06(8.57%)	07(8.75 %)	13(8.67%)
Total No. of Respondents		70	80	150

Table 11: Behavior of the Library Staff.

S. No.	Behaviour	Respondent of Libraries		
		JMI	JNU	Total
1.	Excellent	10 (11.11%)	25 (25%)	35 (18.42%)
2.	Very Good	24 (26.66%)	40 (40%)	64 (33.68%)
3.	Good	44 (48.88%)	25 (25%)	69 (36.33%)
4.	Average	12 (13.33%)	10 (10 %)	22 (11.57%)
Total No. of Respondents		90	100	190

Table 12: Requirement of Training.

S. No.	Requirement	Respondent of Libraries		
		JMI	JNU	Total
1.	Training Required	65 (72.22%)	70 (70%)	135 (71.05%)
2.	Not Required	25 (27.77%)	30 (30%)	55 (28.94%)
Total No. of Respondents		90	100	190

Table 11 shows that 49% of the users believed that the behavior of staff towards them is good, followed by 27% of users thinks that the behavior of staff is very good, 13% of users marks the behaviour of staff as average and 11% of them thinks that the behaviour of staff towards them is excellent. In total, 36% of users experiences the good behavior of library staff, followed by 34% believed to be very good, 18% believed the excellent nature and only 11% experiences the average nature of library staff. In case of JNU, the highest number rated the behaviour of library staff as "very good" while in case of JMI it is "Good".

Table 12 shows that 65% and 70% of users of JMI and JNU respectively prefer training is required, followed by 25% and 30% refer training is not required. According the users training is required for the users of both the institutions. At time training is required so that library staff get to know about the library software and the newly implementation feature of OPAC etc.

FINDINGS AND SUGGESTIONS
Findings
- The study reveals that 61 and 55% of users in JMI and JNU visit the library daily.
- The study reveals that the 77 and 80% of users in JMI and JNU respectively are using OPAC as searching tool.
- The study reveals that 78 and 76% of users of JMI and JNU respectively are using OPAC for the bibliographical detail.
- As far as access point concerned that 57 and 62% of users on JMI and JNU respectively are searching their documents through Title approach followed by Author and Subject.
- The study reveals that, 50% users use OPAC daily in JMI while 50% are using OPAC twice a week in JNU.
- The study reveals that 42 and 47% users of JMI and JNU respectively are aware by their friends for OPAC.
- The study reveals that 48% are 'good' in JMI while in case of JNU 40% of users are

'very good' by the behavior of library staff.
- The data reveals that 65 and 70% of users of JMI and JNU respectively requires training programmes so that they may handle OPAC with ease and confidence.

Suggestions
- Training programme should be started in the library premises for the inexperienced users.
- Library staff should be more cooperative to assist the users in using OPAC.
- Well-qualified and experienced staff should be appointed in the libraries for providing better services.
- The libraries should conduct training for those who are not able to use OPAC. So that the facility may really reach to users especially from non-computer background users.
- These should be separate terminals in both the universities for the language other than English.
- Some more OPAC terminals should be installed in JMI.

Note: Data for this work has been collected for the MLISc dissertation submitted by K.K. Mohar.

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