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Winter 1-10-2019

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Rajinder Kumar
CCS Haryana Agricultural University, Hisar, raj.lisku@gmail.com

Joginder Singh
Kurukshetra University, Kurukshetra, jsburman69@gmail.com

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Usability of OPAC in the University Libraries of Haryana (India)

[1]Rajinder Kumar and [2]Joginder Singh

[1]Assistant Librarian, Nehru Library, CCS Haryana Agricultural University, Hisar and [2]Professor, Department of Library and Information Science, Kurukshetra University, Kurukshetra

Abstract

The present study is based on users' survey on OPAC in different university libraries of Haryana. The maximum of 39.3% users visited the library for getting the documents Xerox in KUK, 89.7% users was aware of OPAC service in CUH, 24.8% users learnt the use of OPAC by making self efforts in MDU, 30% users used the OPAC system weekly, 46.3% users used OPAC for searching the availability of required document in MDU, 82.2% users used simple search method in CUH, 45.2% users found the documents misplaced on the shelves in KUK, 74.1% users observed the library staff members was never available for assistance in KUK, 39.8% users found the OPAC terminals limited in KUK and 49.4% users were satisfied from the present OPAC facilities in MDU.

Keywords: OPAC, satisfaction level, frequency, use, learning, hyperlinks

Introduction

The library has always been known as the heart of academic activities in institutions of learning. Libraries and information centers of any educational organizations provides a favorable atmosphere like well stocked advanced information resources and assist the users in the retrieval and use of these resources for research and studies. Information retrieval system itself has become more complex particularly in the face of information explosion.

Library has organized many documents like books, thesis, manuscripts, periodicals, pamphlets, maps, motion pictures, tapes and other printed and non-printed materials. It can be well imagined that what will happen if these documents are not prepared systematically. Even if, they are organized on shelves properly, no person whether user or staff will be able to know and remember what documents are available in the library, if the person does not know the subject of the required documents. Thus, there is need an information retrieval system, which is able to reveal what the library has and whether a particular document is available in the library. This information retrieval system should fulfill all the search approaches about the documents like author, title, publisher, call number, *etc*. Such a retrieval system in the context of a library is called library catalogue. Therefore, states that online public access catalogue (OPAC) is the most modern form of library catalogue, whereby bibliographic records of all the documents in a collection are stored in the computer memory disk.

Statement of the problem

The university libraries of Haryana provide catalogue-accessed facility for a long time. In these libraries, some users use OPAC facility and others use Web-OPAC and card catalogue, while some directly go to the document stack room area for accessing their required documents. It may be possible that some users use card catalogue because they are unaware of OPAC and its various provisions, and sometimes, they do not get help from library staff. Moreover, they might not have attended any training programme or the libraries have not organized any training or orientation programme on the use of library Catalogue. These may be some of the problems that cause less or non-use of catalogue. Therefore, the present study was intended to understand the usability of OPAC in the university libraries of Haryana and make certain suggestions for the improvement of library catalogue facility provided by these libraries. The study also provides an opportunity to know the utilization of OPAC services to the concerned university libraries for solving the problems faced by the users.

Objective of the study

The purpose of the present study was to investigate the usability of OPAC by the users in the university libraries of Haryana. Keeping in view the above facts the study was planned with following objectives:

1. To know the awareness among the users about OPAC and their various facilities in the different university libraries of Haryana.
2. To inspect the purpose, frequency and various searching facilities of use of OPAC by the users in the different university libraries of Haryana
3. To discover the problems faced by the users in the use of OPAC and find out the suitable suggestions to improve the facilities in the use of OPAC for the benefit of the users and libraries.

Scope of the study

The scope of the study is limited on the use of OPAC by the users in the university libraries of Haryana, namely Kurukshetra University, Kurukshetra, Maharishi Dayanand University, Rohtak, Central University of Haryana, Mohindergarh and Bhagat Phool Singh Mahila Vishwavidhalaya, Khanpur Kalan. The study comprises the user's *i.e.* faculty members, research scholars and postgraduate students in the universities. The regional centers and affiliated colleges have been excluded from the study.

Review of literature

Onuoha *et al*. (2013) studied the use of OPAC among final year students in Redeemer's University and University of Agriculture Abeokuta, Nigeria and found that OPAC utilization among the users was less, and most of the respondents from RUN and UNAAB (75.38 and 49.55%, respectively) indicated that they did not use OPAC at all. Study on OPAC use by the users of Law University Library at Andhra Pradesh reveals that 26.8% of the users learnt the use of OPAC from their friends or someone at a nearby computer centre, 13.6% through printed instructions pasted near OPAC terminals and some of them learnt from using the instructions of the computer screen (Devendra and Nikam, 2013). Study on OPAC at Guru Nanak Dev University, Amritsar reveals that 43.2% of the users searched their book through author approach and 37.4% by title approach, while nobody searched reading materials through OPAC using call number (Narang and Singh, 2013).

Devendra and Nikam (2014) from South India reported that the users in Law library searched OPAC for getting text and reference books. While investigating the use of OPAC in Great Lakes Institute of Management at Chennai, Kumar (2014) found that 43.52% of the users consulted OPAC only to know the location of the documents, followed by 24.70% to know the availability of documents, and indicated that most of the users locate their required documents through OPAC, while some of them directly go to the shelves and browse books without using of it. Kumar *et al*. (2014) studied the use of OPAC among postgraduate students, research scholars and faculty members of CCS H.A.U., Hisar and noticed that almost all the users were fully aware of it and 35.3% of the users were very satisfied from the present OPAC services provided by the Nehru Library, while 8% of the users were unsatisfied and 38.7% of the users said that library staff was always available near the OPAC terminals to help the users.

In public libraries of Chandigarh, Kumar and Mahajan (2015) observed that there was a lack of computer skills, awareness among the users and proper orientation from the library staff in usage of OPAC. Study on OPAC at SVC College, Bantawala, Mangalore reveals that few of the library users were facing some problems such as lack of skills, less awareness, lack of computer skills, *etc*. while using OPAC (Veena, *et al*., 2015). Kumar and Mahajan (2015) studied the usage of OPAC in Chandigarh public libraries, in which, they found most of the users satisfied with the OPAC and its services but found unaware about OPAC services.

Kumar and Singh (2017) studied the use of OPAC in the university library of GGIPU, Delhi and revealed that 39.1% of the users search their required reading materials by using OPAC facility daily for finding the bibliographical details of the documents. Swaminathan, K.S.M. (2017) studied the OPAC at Anna University regional campus, Coimbatore and found a significant number of the users searched their required reading materials by despite encountered problems.

Rout and Panigrahi (2018) examined the OPAC in library users of Odisha and revealed that most of the users were unaware of all the search facilities, which are available in OPAC system and most of the users

faced problems while using OPAC like difficulty in query formulation, search failure, spelling mistakes, inadequate instructions in OPAC, lack of proper guidance from the library staff, etc.

Research methodology
Survey method was adopted for the present study to collect the data from the users. Keeping in view the specific objectives of the study, two questionnaires, *i.e.* (i) for library staff to get general information about the library system and (ii) for users to get information such as awareness and use of OPAC, frequency, purpose of use, problems faced and suggestion, were prepared. Besides, questionnaires, interviews and observation method were also used in the study. The authentic data were collected from the users personally. In this study, a sample of 800 questionnaires was taken and administered among the users but only 729 questionnaires were selected for the study.
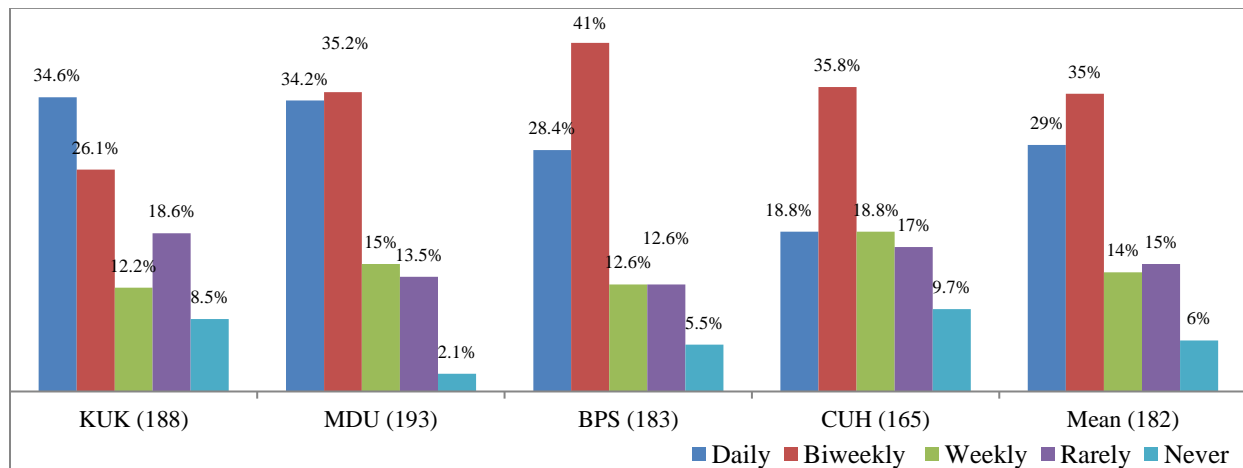
Visit of the library
The data in Table 1 and figure 1 indicate the percentage of users visiting libraries in different universities of Haryana. In all the universities of Haryana, out of 188, 193, 183 and 165 library users of KUK, MDU, BPS and CUH, 34.6, 34.2, 28.4 and 18.8% of the users visited the library daily, 26.1, 35.2, 41 and 35.8% biweekly, 12.2, 15.0, 12.6 and 18.8% weekly, 18.6, 13.5, 12.6 and 17.0% rarely and 8.5, 42.1, 5.5 and 69.7% never visited the library, respectively.

Table 1: Frequency of users (%) visited library

Frequency	KUK (188)	MDU (193)	BPS (183)	CUH (165)	*Mean (182)*
Daily	34.6	34.2	28.4	18.8	*29*
Biweekly	26.1	35.2	41.0	35.8	*35*
Weekly	12.2	15.0	12.6	18.8	*14*
Rarely	18.6	13.5	12.6	17.0	*15*
Never	8.5	2.1	5.5	9.7	*6*
χ^2	32.1*				*194.8**

Based on mean value, out of 182 library users, 29% of the users visited the library daily, 35% biweekly, 14% weekly, 15% rarely and 6% never visited the library.

Figure 1: Frequency of users (%) visited library

In all the universities, the maximum of 34.6% users visited the library daily in KUK, 35.8% biweekly and 18.8% weekly in CUH, 18.6% rarely in KUK and 9.7% users never visited the library in CUH, while the minimum of 18.2% users visited the library daily in CUH, 26.1% biweekly and 12.2% weekly in KUK, 12.6% rarely in BPS and 2.1% users visited the library never in MDU.

When the frequency of visit in all the universities of Haryana, the χ^2 value was 32.1* and on an average, it was 194.8*. When the entire frequency was statistically tested, it was found not significantly

different. Therefore, there was no significant difference in university libraries of both the states in terms of the frequency of visit.

The data in Table 2 and figure 2 depict the percentage of users visited for various purposes in different in all the university libraries of Haryana. In all the universities of Haryana, out of 188, 193, 183 and 165 library users of KUK, MDU, BPS and CUH, 30.8, 20.7, 30.0 and 32.1% of the users visited the library for reading newspapers, 39.3, 13.4, 25.1 and 36.9% for getting the documents Xerox, 43.0, 29.0, 31.6 and 24.8% for studying and 18.0, 17.6, 18.5 and 12.1% for searching their desired reading material, respectively.

Table 2: Users (%) visited library for various purposes

Frequency	KUK (188)	MDU (193)	BPS (183)	CUH (165)	*Mean (182)*
Reading newspaper	30.8	20.7	30.0	32.1	*22.0*
For Xerox	39.3	13.4	25.1	36.9	*22.5*
Studying	43.0	29.0	31.6	24.8	*25.5*
Searching materials	18.0	17.6	18.5	12.1	*12.9*

Based on mean value, out of 182 library users, 22.0% of the users visited the library for reading newspapers, 22.5% for getting the documents Xerox, 25.5% for studying and 12.9% for searching their desired reading material.

In all the universities of Haryana, the maximum of 32.1% users visited the library for reading newspapers in CUH, 39.3% getting the documents Xerox and 29.0% studying in KUK and 18.5% searching their desired reading material in BPS, although, the minimum of 20.7% users visited the library for reading newspapers and 13.4% getting the documents Xerox in MDU, 24.8% studying and 12.1% searching their desired reading material in CUH.

Figure 2: Users (%) visited library for various purposes
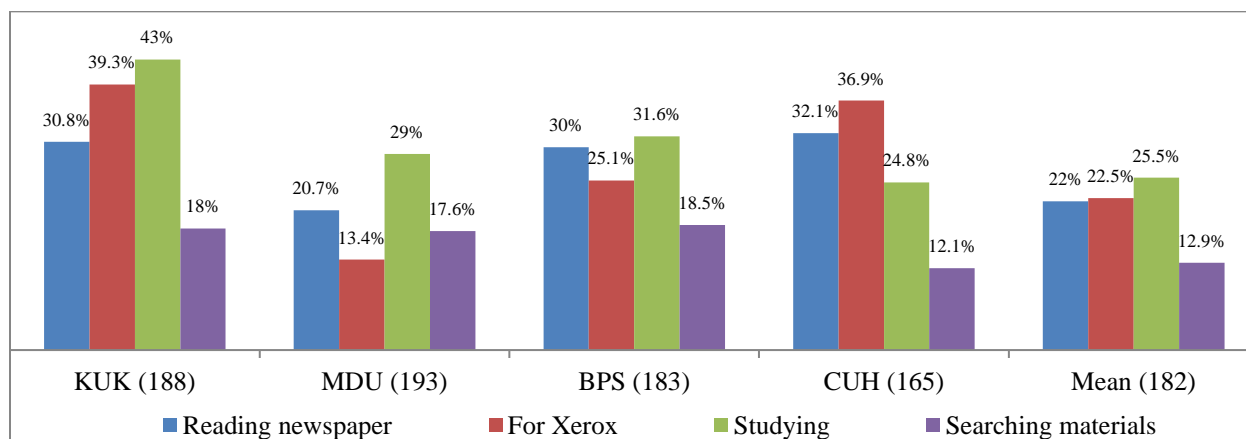
Awareness of OPAC services
The data in Table 3 highlight the percentage of users aware of OPAC service in different university libraries of Haryana. In all the universities of Haryana, out of 188, 193, 183 and 165 library users of KUK, MDU, BPS and CUH, 73.9, 86.5, 57.9 and 89.7% of the users were aware of OPAC service.

Based on mean value, in all the universities of Haryana, out of 182 library users, 77% of the users were aware of OPAC service.

Table 3: Library users (%) awareness of OPAC service

Frequency	KUK (188)	MDU (193)	BPS (183)	CUH (165)	*Mean (182)*
Aware	73.9	86.5	57.9	89.7	*77*
χ^2	46.5*				*208.9*

In all the universities of Haryana, the maximum of 89.7% users was aware of OPAC service in CUH and the minimum of 57.9% users in BPS.

When OPAC awareness response in all the universities of Haryana, was statistically tested, the χ^2 value was 46.5* and based on mean value, it was 208.9*. When the entire frequency was statistically tested, it was found not significantly different. Therefore, there was no significant difference in university libraries of both the states in terms of OPAC awareness.

Learnt use of OPAC

The data in Table 4 demonstrate the percentage of users learnt the use of OPAC through diverse sources in different university libraries of Haryana. In all the universities of Haryana, out of 188, 193, 183 and 165 library users of KUK, MDU, BPS and CUH, 15.9, 24.8, 10.3 and 18.7% of the users learnt the use of OPAC by making self efforts, 16.4, 25.3, 17.4 and 29.0% with the help of library staff, 24.4, 10.8, 16.9 and 23.0% by taking help from friends or colleagues and 13.8, 13.4, 9.2 and 10.3% by attending orientation or training program on the use of OPAC, respectively.

Based on mean value, out of 182 library users, 17.5% of the users learnt the use of OPAC by making self efforts, 21.9% with the help of library staff, 18.7% by taking help from friends or colleagues and 11.5% by attending orientation or training program on the use of OPAC.

Table 4: Library users (%) learnt the use of OPAC through diverse sources

Frequency	KUK (188)	MDU (193)	BPS (183)	CUH (165)	Mean (182)
Self efforts	15.9	24.8	10.3	18.7	*17.5*
Library staff	16.4	25.3	17.4	29.0	*21.9*
Friends or colleagues	24.4	10.8	16.9	23.0	*18.7*
Orientation or training	13.8	13.4	9.2	10.3	*11.5*
χ^2	68.4*				*621.2**

In all the universities of Haryana, the maximum of 24.8% users learnt the use of OPAC by making self efforts in MDU, 29.0% taking help from library staff in CUH, 24.4% friends or colleagues and 13.8% attending the orientation or training program in KUK, whereas, the minimum of 10.3% users learnt the use of OPAC by making self efforts and 9.2% attending orientation or training program in BPS, 16.4% taking help from library staff in KUK and 10.8% friends or colleagues in MDU.

When OPAC learning source in all the universities of Haryana, was statistically tested, the χ^2 value was 68.4* and based on mean value, it was 621.2*. When the entire frequency was statistically tested, it was found not significantly different. Therefore, there was no significant difference in university libraries of both the states in terms of OPAC learning source.

Use of OPAC

The data in Table 5 demonstrate the percent users used the OPAC service for searching information in different university libraries of Haryana. In all the universities of Haryana, out of 162, 166, 107 and 148 library users of KUK, MDU, BPS and CUH, 23.5, 52.4, 12.1 and 27.2% of the users used the OPAC daily, 13.6, 21.1, 45.8 and 32.0% biweekly, 58.0, 12.0, 26.2 and 23.8% weekly and 4.9, 14.5, 15.9 and 17.0% rarely, respectively.

Based on mean value, out of 145 library users, 29% of the users used the OPAC system daily, 28% biweekly, 30% weekly and 13% rarely.

In all the universities of Haryana, the maximum of 52.4% users used the OPAC system daily in MDU, 45.8% biweekly in BPS, 58.0% weekly in KUK and 17% rarely in CUH, while the minimum of 12.1% users used the OPAC system daily in BPS, 13.6% biweekly and 4.9% rarely in KUK and 12% weekly in MDU.

Table 5: Frequency of library users (%) used OPAC service

Frequency	KUK (162)	MDU (166)	BPS (107)	CUH (148)	Mean (145)
Daily	23.5	52.4	12.1	27.2	*29*
Biweekly	13.6	21.1	45.8	32.0	*28*
Weekly	58.0	12	26.2	23.8	*30*
Rarely	4.9	14.5	15.9	17.0	*13*
χ^2	142.7*				*49.6**

Based on mean value, the maximum of 30% users used the OPAC system weekly and the minimum of 14.8% users rarely.

When OPAC use frequency, was statistically tested, the χ^2 value was 142.7* and based on mean value, it was 49.6*. When the entire frequency was statistically tested, it was found not significantly different. Therefore, there was no significant difference in university libraries of both the states in terms of OPAC use frequency.

Purpose of OPAC use

The data in Table 6 denote the users' purpose (%) of using OPAC in different university libraries of Haryana. In all the universities of Haryana, out of 162, 166, 107 and 148 of KUK, MDU, BPS and CUH, 30.4, 46.3, 28.0 and 22.9% of the users used OPAC for searching the availability of required document, 21.7, 15.0, 18.6 and 14.8% bibliographic details of particular document, 21.1, 14.4, 14.0 and 25.0% issuing status of particular document, 26.7, 23.4, 25.2 and 29.7% location of particular document and 22.9, 10.8, 17.7 and 8.7% number of copies of particular document, respectively.

Table 7: Purpose of library users (%) for using OPAC

Purpose	KUK (161)	MDU (166)	BPS (107)	CUH (148)	Mean (159)
Document availability	30.4	46.3	28.0	22.9	*29.5*
Bibliographic details	21.7	15.0	18.6	14.8	*15.7*
Document issued or not	21.1	14.4	14.0	25.0	*16.9*
Document location	26.7	23.4	25.2	29.7	*23.8*
Number of copies	22.9	10.8	17.7	8.7	*13.8*

Based on mean value, out of 159 library users, 29.5% of the users used OPAC for searching the availability of required document, 15.7% bibliographic details of particular document, 16.9% issuing status of particular document, 23.8% location of particular document and 13.8% number of copies of particular document.

In all the universities of Haryana, the maximum of 46.3% users used OPAC for searching the availability of required document in MDU, 21.7% bibliographic details of particular document and 29.7% number of copies of particular document in KUK, 25.0% issuing status of particular document and 29.7% location of particular document in CUH, while the minimum of 22.9% users used OPAC for searching the availability of required document and 14.8% bibliographic details of particular document in CUH, 14.0% issuing status of particular document and 23.4% location of particular document in BPS and 8.7% number of copies of particular document in CUH.

Based on mean value, the maximum of 29.5% users used OPAC for searching the availability of required document and the minimum of 15.7% users for bibliographic details of particular document.

Use of various searching options while using OPAC

The data in Table 7 signify the percentage of users using methods of OPAC searching in different university libraries of Haryana, out of 162, 166, 107 and 148 library users of KUK, MDU, BPS and CUH, 80.9, 50.6, 62.6 and 82.4% of the users used simple search method, 9.3, 15.1, 15.9 and 12.2% advanced search method and 9.9, 34.3, 21.5 and 5.4% both the methods of searching, respectively.

Based on mean value, out of 146 library users, 69% of the users used simple search method, 13% advance search method and 18% both the methods of searching.

Table 7: Library users (%) searching methods through OPAC

Methods	KUK (162)	MDU (166)	BPS (107)	CUH (148)	Mean (146)
Simple search	80.9	50.6	62.6	82.2	*69*
Advance search	9.3	15.1	15.9	12.2	*13*
Both	9.9	34.3	21.5	5.4	*18*
χ^2	63.6*				*341.4*

In all the universities of Haryana, the maximum of 82.2% users used simple search method in CUH, 15.9% advanced search method in BPS and 34.3% both the methods of searching in MDU, while the minimum of 50.6% of users used the simple search method in MDU, 9.3% advanced search method in KUK and 5.4% both the methods of searching in CUH.

Based on mean value, the maximum of 69% users used simple search method and the minimum of 13% users used the advanced search method.

When OPAC searching methods in all the universities of Haryana state, was statistically tested, the χ^2 value was 63.6* and based on mean value, it was 341.4*.When the entire frequency was statistically tested, it was found not significantly different. Therefore, there was no significant difference in university libraries of both the states in terms of OPAC searching methods.

Perceptions after using OPAC
The data in Table 8 show the users (%) perception about the availability of documents in library after using OPAC in different university libraries of Haryana. In all the universities of Haryana, out of 188, 193, 183 and 165 library users of KUK, MDU, BPS and CUH, 25.0, 8.8, 10.9 and 18.7% of the users did not find the particular required document available in the library, 21.2, 19.6, 7.1 and 21.2% users found the documents issued to others and 42.5, 16.5, 2.1 and 9.7% users found the documents misplaced on the shelves.

Table 8: Library users (%) perceptions after using OPAC

Perception	KUK (188)	MDU (193)	BPS (183)	CUH (165)	Mean (182)
Not available in Library	25.0	8.8	10.9	18.7	15.9
Issued to others	21.2	19.6	7.1	21.2	17.0
Misplaced on the shelves	42.5	16.5	2.1	9.7	18.1

Based on mean value, in all the universities of Haryana, out of 182 library users, 15.9% of the users did not find the particular required document available in the library, 17.0% users found the documents issued to others and 18.1% users found the documents misplaced on the shelves.

In all the universities of Haryana, the maximum of 25.0% users did not find the particular required document available in the library, 21.2% users found the documents issued to others and 45.2% found the documents misplaced on the shelves in KUK, while the minimum of 8.8% users did not find the particular required document available in the library in MDU, 7.1% found the documents issued to others and 2.1% found the documents misplaced on shelves in BPS.

Based on mean value, in all the universities of Haryana, the maximum of 18.1% users found the documents misplaced on the shelves and the minimum of 15.9% users not found the document available in the library.

Availability of staff near OPAC
The data in Table 9 illustrate the percent users found the library staff available near the OPAC terminals in different university libraries of Haryana. in all the universities of Haryana, out of 162, 166, 107 and 148 library users of KUK, MDU, BPS and CUH, 0.6, 7.2, 16.8 and 27.0% of the users observed the library staff always available near OPAC terminals for assistance, 3.1, 12.0, 12.1 and 35.8% users observed them usually available, 10.5, 52.4, 16.8 and 17.6% users observed them occasionally available, 11.7, 6, 39.3 and 8.1% users observed them rarely available and 74.1%, 22.3, 15.0 and 11.5% users observed them never available for assistance, respectively.

Table 9: Availability of library staff (%) near OPAC system

Availability	KUK (162)	MDU (166)	BPS (107)	CUH (148)	Mean (146)
Always	0.6	7.2	16.8	27.0	13
Usually	3.1	12.0	12.1	35.8	16
Occasionally	10.5	52.4	16.8	17.6	24
Rarely	11.7	6.0	39.3	8.1	16
Never	74.1	22.3	15.0	11.5	31

Based on mean value, in all the universities of Haryana, out of 146 library users, 13% of the users observed the library staff members always available near the OPAC terminals, 16% users observed them usually available, 24% users observed them occasionally available, 16% users observed them rarely available and 31% users observed them never available for assistance.

In all the universities of Haryana, the maximum of 27.0% users observed the library staff members always available near the OPAC terminals and 35.8% users observed them usually available in CUH, 52.4% users observed them occasionally available in MDU, 39.3% users observed them rarely available in BPS and 74.1% users observed them never available for assistance in KUK, while the minimum of 0.6% users observed the library staff members always available near the OPAC terminals, 3.1% users observed them usually available and 10.5% users observed them occasionally available in KUK, 6.0% users observed them rarely available in MDU and 11.5% users observed them never available for assistance in CUH.

Based on mean value, in all the universities of Haryana, the maximum of 31% users observed the library staff members never available for assistance and the minimum of 13% users observed them always available.

Problems faced while using OPAC
The data in Table 10 denote the library users (%) faced problems while using OPAC in different university libraries of Haryana. In all the universities of Haryana, out of 188, 193, 183 and 165 library users of KUK, MDU, BPS and CUH, 22.8, 17.6, 12.5 and 15.1% of the users faced problems in handling because of their less awareness of OPAC features, 15.9, 17.1, 6.0 and 14.5% users felt slow processing speed of OPAC terminals, 27.6, 26.9, 14.2 and 23.6 users realized lack of staff assistance, 16.4, 9.8, 8.2 and 16.3% users faced failure of power backup, 39.8, 15.5, 18.5 and 21.2% users found the OPAC terminals limited and 34.5, 22.2, 10.3 and 13.3% users noticed the OPAC terminals at unseemly location, respectively.

Table 10: Library users (%) faced problems while using OPAC

Problems	KUK (188)	MDU (193)	BPS (183)	CUH (165)	*Mean (200)*
Less awareness	22.8	17.6	12.5	15.1	*15.5*
Slow OPAC speed	15.9	17.1	6.0	14.5	*12.0*
Staff assistance	27.6	26.9	14.2	23.6	*21.0*
Power backup	16.4	9.8	8.2	16.3	*11.5*
Limited terminals	39.8	15.5	18.5	21.2	*21.5*
OPAC location	34.5	22.2	10.3	13.3	*18.5*

Based on mean value, in all the universities of Haryana, out of 200 library users, 15.5% of the users faced problems in handling because of their less awareness of OPAC features, 12.0% users felt slow processing speed of OPAC terminals, 21.5% users observed lack of staff assistance, 11.5% users faced failure of power backup, 21.0% users found the OPAC terminals limited and 18.5% users noticed the OPAC terminals at unseemly location.

In all the universities of Haryana, the maximum of 22.8% users faced problems in handling because of their less awareness of OPAC features, 27.6% users observed lack of staff assistance, 16.4% users faced failure of power backup, 39.8% users found the OPAC terminals limited and 34.5% users noticed the OPAC terminals at unseemly location in KUK and 17.1% users felt slow processing speed of OPAC terminals in MDU, while the minimum of 12.5% users faced problems in handling because of their less awareness of OPAC features, 6.0% users felt slow processing speed of OPAC terminals, 14.2% users observed lack of staff assistance, 8.2% users faced failure of power backup and 10.3% users felt slow processing speed of OPAC terminals in BPS and 15.5% users found the OPAC terminals limited in MDU.

Based on mean value, in all the universities of Haryana state, the maximum of 21.5% users found the OPAC terminals limited, while the minimum of 115% users faced failure of power backup.

Satisfaction level on the use of OPAC
The data in Table 11 show the users satisfaction level on the use of OPAC in different university libraries of Haryana. In all the universities of Haryana, out of 162, 166, 107 and 148 library users of KUK, MDU, BPS

and CUH, 17.3, 22.3, 23.4 and 21.6% of the users were fully satisfied with the present OPAC facilities, 26.5, 49.4, 38.3 and 37.8% satisfied, 12.3, 19.3, 13.1 and 14.2% neither satisfied nor dissatisfied, 17.3, 3.6, 13.1 and 14.9 dissatisfied and 26.5, 5.4, 12.1 and 11.5% of the users were very dissatisfied, respectively.

Based on mean value, out of 146 library users, 21% of the users were fully satisfied with present OPAC facilities, 38% satisfied, 15% dissatisfied, 12% dissatisfied, 14% of the users were very dissatisfied. Based on overall responses, out of 1647 library users, 32.3% of the users were fully satisfied with present OPAC facilities, 35.4% satisfied, 12.6% neither satisfied nor dissatisfied, 9.3% dissatisfied and 10.4% very dissatisfied.

Table 11: Library users (%) satisfaction level on use of OPAC

Satisfaction level	KUK (162)	MDU (166)	BPS (107)	CUH (148)
Fully satisfied	17.3	22.3	23.4	21.6
Satisfied	26.5	49.4	38.3	37.8
Neither satisfied nor dissatisfied	12.3	19.3	13.1	14.2
Dissatisfied	17.3	3.6	13.1	14.9
Very dissatisfied	26.5	5.4	12.1	11.5
χ^2	58.2*			131.9*

In all the universities of Haryana, the maximum of 23.4% users were fully satisfied with the present OPAC facilities in BPS, 49.4% satisfied and 19.3% neither satisfied nor dissatisfied in MDU and 17.3% dissatisfied and 26% of the users very dissatisfied in KUK, while the minimum of 17.3% users were fully satisfied with the present OPAC facilities, 26.5% satisfied, 12.3% neither satisfied nor dissatisfied in KUK and 3.6% dissatisfied and 5.4% of the users were very dissatisfied in MDU.

Based on mean value, the maximum of 37.8% users were satisfied with the present OPAC facilities, while the minimum of 11.5% users were very dissatisfied with the present OPAC facilities in Haryana.

When satisfaction level on OPAC use in all the universities of Haryana, was statistically tested, the χ^2 value was 58.2* and based on mean value, it was 131.9*. When the entire frequency was statistically tested, it was found not significantly different. Therefore, there was no significant difference in university libraries of both the states in terms of satisfaction level on OPAC use.

Suggestions for the improvement of OPAC system
The data in Table 12 show the users (%) suggestions regarding updating of OPAC system in different university libraries of Haryana. In all the universities of Haryana, out of 188, 193, 183 and 165 library users of KUK, MDU, BPS and CUH,26.0, 18.1, 11.4 and 14.5% of the users realized that the OPAC system must be simplified for searching documents, 15.4, 19.6, 11.4 and 16.3% advocated that it must be user friendly, 15.9, 11.9, 5.4 and 12.1% felt that on or offline tutorial facilities must be uploaded in OPAC terminals and 14.8, 16.5, 11.4 and 23.0% advised that the OPAC terminals must be hyperlinked with e-resources, respectively.

Based on mean value, in all the universities of Haryana, out of 141 library users, 22.6% of the users realized that the OPAC system must be made easier for searching documents, 20.5% proposed that it must be user friendly, 14.8% felt that on or offline tutorial facilities must be uploaded in OPAC terminals and 21.2% advised that the OPAC terminals must be hyperlinked with e-resources.

Table 12: Library users (%) suggestions regarding OPAC system

Suggestions	KUK (188)	MDU (193)	BPS (183)	CUH (165)	Mean (141)
Very Simpler Search	26.0	18.1	11.4	14.5	*22.6*
User Friendly	15.4	19.6	11.4	16.3	*20.5*
Online or offline Tutorial	15.9	11.9	5.4	12.1	*14.8*
Hyperlinks for e-resources	14.8	16.5	11.4	23.0	*21.2*

In all the universities of Haryana, the maximum of 26.0% of the users felt that the OPAC system must be simplified for searching documents and 15.9% felt that on or offline tutorial facilities must be uploaded in

OPAC terminals in KUK, 19.6% advocated that it must be user friendly and 16.5% recommended that the OPAC terminals must be hyperlinked with e-resources in MDU and the minimum of 11.4% users realized that the OPAC system must be made simpler for searching documents and advocated that it must be user friendly, 5.4% felt that on or offline tutorial facilities must be uploaded in OPAC terminals and 11.4% advised that the OPAC terminals must be hyperlinked with e-resources in MDU.

Based on mean value, the maximum of 22.6% users realized that the OPAC system must be made simpler for searching documents in Haryana, while the minimum of 14.8% users felt that on or offline tutorial facilities must be uploaded in OPAC terminals in Haryana.

Findings of the study
- The maximum of 35.8% users visited the library biweekly in KUK, while the minimum of 2.1% users visited the library never in MDU.
- The maximum of 39.3% users visited the library for getting the documents Xerox in KUK, while the minimum of 12.1% users visited the library for searching their desired reading material in CUH.
- The maximum of 89.7% users was aware of OPAC service in CUH and the minimum of 57.9% users in BPS.
- The maximum of 46.3% users used OPAC for searching the availability of required document in MDU, while the minimum of 8.7% users used OPAC to check the number of copies of particular document in CUH.
- The maximum of 45.2% users found the documents misplaced on the shelves in KUK, while the minimum of 2.1% users found the documents misplaced on shelves in BPS.
- The maximum of 74.1% users observed the library staff members was never available for assistance in KUK, while the minimum of 0.6% users observed the library staff members always available near the OPAC terminals in KUK.
- The maximum of 49.4% users were satisfied in MDU, while the minimum of 5.4% of the users were very dissatisfied in MDU.

Conclusion
Currently almost all the university libraries are providing online catalogue facility to its clientele to improve the usability of library resources and services. The user comes to the library for getting latest information on their interest. The online catalogue provides the full bibliographic details of the required reading materials which is available in the stock of the particular library. The study shows that the majority of the users in all the universities in Haryana were aware of use of OPAC and its benefits. The findings of the study reveals that library nobody was not available near the OPAC terminals for providing helps to users on OPAC searching. Majority of the users in all the university library users searched the OPAC through simple search options.

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