

The Concept Of WEB-OPAC: To User Satisfaction from Library and Information Centers

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Abstract: -

Web OPAC is an independent program is widely used electronic library catalogues giving a wealth of remote access to library information resources. The user satisfaction of the system is vital to ensure the continuation usage of Web OPAC. This study is aim to integrate and user satisfaction criteria between Library science and Information system It is always better to keep separate the locally and globally accessible information.

Keywords: Web OPAC, User satisfaction, remote access

1. Introduction: -

Today we live in the information age and wide range of information are transmitted through the computer and communication technology. Today it is no doubt we are living the virtual world more and more than the real world, that is information age. This computer and communication technology has made our life so easy ,as we can trace out the desired information as quickly as possible. Libraries have a lot of information, knowledge and rich resources which can and should be available to their users. OPAC and Web OPAC is the medium through which we can search out the items which are required by users at home or in the library without wasting the time.

2. Need Of Study: -

Study by justifies that Web OPACs are user centered and recently extensively spread to provide collaboration, interaction and communication services and infrastructures for the formation and utilization of content. The technologies have revolutionized the end-users interaction with the system, choose and systematize available information extremely. The mean of Web OPAC is to make library resources to be effortlessly discovered and requested by the end-users. End-users are capable to search the library materials and catalogue, furthermore to retrieve accessible documents and they can constrict down by using search facets. Moreover, the Web OPAC offers fascinating features such as annotating, tagging, citing and reviewing the records the end-users are concerned with. According to , Web OPAC end-user exploit color, book cover images, and a large diversity of icons to please the general look and feel. Web OPAC also present the end users with experience as a Google-like search atmosphere. Each search performed will almost constantly returns with a search result.

3. Statement Of the Problem: -

These problems were the generally stated and argued trends in the present literature, at conferences, and by professional authorities. The academic libraries issues focused on the usage of its collection. Web Online Public Access Catalogue (OPAC) has always been the most suitable tool to retrieve the library collection by the end users in order to utilize it. Being able to complete the searching and retrieval effectively has often represented a difficult task to be accomplished by the end-users. The critical challenge faced by the academic libraries is to provide the end-users with the right information and materials to fulfill their information needs effectively and efficiently. Without the usage of Web OPAC, some important information or materials could be left out and lead the end-users to unnecessary materials instead. Academic libraries aim to connect end-users to the best potential resources via a single interface.

4. Review Of Literature: -

Web OPAC Web OPAC illustrated by [2] is available on the web. World Wide Web (WWW) can assist any person to access it from wherever. Washington University in St. Louis stated that, "A Web OPAC interfaces, which uses the World Wide Web protocol to act as an OPAC." ODLIS stated that, "An Online Public Access Catalogue (OPAC) that uses a graphical user interface (GUI) accessible via the World Wide Web, as opposed to a text based interface accessible via telnet." Web OPAC is a self-sufficient system produced independently from the library system. It is produced and programmed to aid end-users to access it. One characteristic which has become regular for new library Web OPAC is to include links to full text or electronic documents. Other future features are links to publishers, links to commercial resources, and links to electronic journal titles. Simply stated, a Web OPAC is a library catalogue on the World Wide Web or Intranet. According to [3], Web OPAC is the next generation of an OPAC. End-users are capable of searching the needed materials by connecting to Web OPAC Uniform Resource Locator (URL) during the day and accessible from wherever in the world. Web OPAC function as question-answering, richly interactive information discovery and retrieval system and to support decision making, that has no fundamental boundaries on the type and formats of data and information it can find, access, recover, exhibit, and distribute. The Web OPAC basically involving the availability of the following three elements: Web Technology which includes HTML, ASP, XML Web server programming etc. Computer Networking Technology which includes LAN, WAN, Internet, and Intranet. Computer Readable Catalogue which be able to access type of databases accessible through computer.

5. Objectives Of the Study: -

The concept of Web OPACs is the recent origin and it is serving as a gateway to the resources not only held by the respective library but also to the holdings of other participating libraries without to local collection but going, beyond further to regional, national, international levels. It allows users to interact with documents stored on computers all over the world and makes easier access to catalogue data in the form of bibliographic records. It becomes another search engine-referred as 'web cat' and as an 'Information gateways'. It can support protocols such as telnet, HTTP., FTP, and Gopher and support the file and document like Portable Document Format (pdf), (HTML), etc. The essential features of Web OPACs are [3]: Web OPAC is accessible through internet. Web OPAC can be search separately by Author, Keyword, Title or Year. Web OPAC exhibit comprehensive bibliographic information as

appeared on reprints. Web OPAC Graphical user interface (GUI) is a provide icons, drop- down menus and a pointing device such as a mouse to get the available information. Web OPAC characteristic as a warehouse of bibliographic and occasionally online full text databases. Web OPAC has a capability to utilize hypertext links to assist navigation of bibliographic materials and records. Web OPAC shift towards imitation of the search and appearance characteristics related to search engines. Web OPAC has link to full text when it is offered. Web OPAC capable to all electronic information accessible through one interface

6. Hypotheses: -

The main purpose of the present study was to identify and recognize the relationship between user satisfaction on OPAC usage with respect to user characteristics, computer skills, user education, use of any assistance, and user- friendliness. Therefore, to fulfill the purpose of the study, the following null hypotheses were formulated. There is no significant difference between satisfaction of OPAC usage and users' demographic characteristics. There exists no

Significant relationship between satisfaction and users' computer skills. Availability and usage of the available assistance has no significant relationship with user satisfaction with the OPAC. No significant relationship exists between satisfaction and user education. Knowledge of OPAC use bears no significant relationship with user satisfaction. There exists no significant relationship between satisfaction and the problems encountered by users. User-friendly OPAC has no significant relationship with user satisfaction.

7. Purpose Of Study: -

The purpose of the study is Web OPAC content will be evaluated by the end users. End users will distinguish between satisfaction/dissatisfaction with Web OPAC information and searching facility. They will feel extremely satisfied with Web OPAC information if their expectations are satisfied (i.e., expectation consistency), because their information search and retrieval is effectively assisted by the informative and reliable Web OPAC. Based on the similar logic, it is expected that when the end users expectations for informative and reliable web OPAC are not satisfied (i.e., expectation inconsistency), end users will feel dissatisfied with Web OPAC.

8. Importance of The Present Study:

1. It is worldwide and all the time accessible.
2. There is no limitation of time and space for searches of any document of not only his/her library but also any networked library.
3. It is better than card catalogue and ordinary OPAC, for instance during this **Covid-19 (Pandemic)** period students ,scholars and other readers by searching on Web OPAC gaining information without any barrier.
4. As we discussed so far , for instance ,If we want have any information to searching from University of Mysore library OR University of Mumbai library OR any other University library, we can search and acquire Information from anywhere and any part of the world.

These are the merits of the Web OPAC . The integrated approach is proposed to prepare holistic criteria that include all aspects that are multi integrated in Web OPAC end user satisfaction measurement. The integrated approach will include the technical quality of the system, personal characteristics of the users

and organizational context as well. Previous studies on Web OPAC end user satisfaction conducted in Library Science fields used different type of measurements and methodologies. The measurement varies and difficult to identify a complete set of criteria or measurement especially dedicated for Web OPAC end user satisfaction. However, the methodology used is more comprehensive such as Think Aloud that gives the end users a chance to experience and evaluate the system Integrated approach benefits many stakeholders as follow: Librarian can provide a platform for courses and ongoing teaching assistance to assist the end user in optimizing Web OPAC effectively. The management of the library can analyze the overall performance of the service offered via Web OPAC system. From this, the management can provide feedback to the vendor on the effectiveness of the aforementioned system. Hence, the library management can provide solutions to rectify any issue and provide solution in improving the service via Web OPAC system. The feedback retrieved from the library management can be used by the vendor to upgrade the system with up-to-date features that fits the end user's needs and current technological trends. User They can contribute ongoing ideas to optimize the Web OPAC system by providing personal and technological perspective on the system.

9. Research Methodology: -

The present study employed the survey research methodology and was conducted on a random sample of 200 respondents, who were administered the questionnaire covering different user categories, namely, faculty members, research scholars P.G. and U. G. students, drawn from many institutions. Out of 200, 120 (60.00%) responded. The sample was taken out of a total of 345 users of many institutions and libraries. The study applied the proportionately stratified random sampling method, to arrive at a representative sample for each category of users from every Institutions. The data for this study were collected in recently through a closed-ended questionnaire as the data collection tool. However, informal interviews and observations were also utilized as additional tools to supplement the data. The data collected were analyzed thoroughly.

10. Data Collection: -

For data collection, used well written questionnaires with accurate information among scholars, faculties, U.G. and P.G. students. And the people who received the questionnaires filled and returned. Most of the respondents given valuable and reliable opinions for the purpose. Secondly to some extent some data was collected on different websites, and reliable sources from internet.

11. Conclusion: -

Academic libraries are to provide the end-users with the best of Web OPAC could offer, the current challenge is to offer instant and flawless access to resources and information in order to stay relevant in today electronic world. The mean of Web OPAC is to make library resources and collection to be easily discovered and retrieved by the users. Whether we accept or not certainly we are living in the virtual world, and libraries are no exception. Today all kinds of information are digitized and library books, journals etc. are also available in virtual format, hence OPACs and Web OPACs are very essential.

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