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ORIGINAL ARTICLE

Awareness, Use and Impact of Online Public Access Catalogue (OPAC) among Research Scholars in Central University of Punjab, Bathinda: A Study

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ABSTRACT

A library catalogue is accessible through an electronic device for the convenience of library patrons is known as an Online Public Access Catalogue (OPAC). It provides a number of access points to get a desired document. ICT revolutionizes daily life by improving connectivity, knowledge sharing, and digital access. It drives innovation, streamlines services, and empowers communities through enhanced information flow. The aim of this study was to know awareness, usage, purposes, frequency of OPAC usage, problems encountered during its use, level of satisfaction and different approach applied in accessing required documents by research scholars in Ranganathan Library at Central University of Punjab, Bathinda. Descriptive survey technique and simple random sampling method was adopted in the study. A well structured questionnaire was prepared and distributed online among 200 research scholars out of total, 182 completed questionnaires were received with 91% response rate. Collected data were analysed using percentage and frequency counts. Finding shows that 82.4% of the respondents are aware about OPAC and more than half number of research scholars uses it occasionally. Checking the availability of the required documents (70.3%) in the library was found as the main purpose of using OPAC. The study observed the slow speed of searching was one of the major problems. Keywords (70.9%) and title (67.6%) were

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most frequent access points used in searching documents. The result of the study pointed that majority of the respondents were satisfied with OPAC service being offered by the library. The study suggests increasing the numbers of computer in library so that maximum users can use the system at the same time.

KEYWORDS

• Awareness • Use • Online Public Access Catalogue (OPAC) • Central University of Punjab

INTRODUCTION

Library could be described as heart of an educational institution where information gathering, analyzing, conserving, preserving, and dissemination of information were the primary goal of the library which increases the work load of the librarians and their staff. With the advent of Information and Communication Technology (ICT), process of dissemination of information and knowledge become easy. OPAC is one of the best tools developed for the library which has totally changed the accessing approach of traditional catalogue of library to a new system (Bashorun & Olabisi, 2019). The Online Public Access Catalogue (OPAC) is a type of technology-driven service offered by libraries. It serves as a vital tool for information retrieval, allowing users to search for and access bibliographic records using various methods (Kumar & Vohra 2011). OPAC is basically an automated catalogue, or more accurately, a bibliographical database of a library collection's holdings. OPAC may be accessible via a LAN or website, where users can search for and access both virtual and physical materials both inside and outside the library by author, title, call number, accession number, keyword, and other criteria (Vasishta & Dhingra, 2017). 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 (Fabunmi & Asubiojo, 2013).

CENTRAL UNIVERSITY OF PUNJAB, BATHINDA: A BRIEF INTRODUCTION

Central University of Punjab was established in 2009 along with several other new Central Universities by an Act of Parliament and the incredible 13-year journey is now completed. In 2023, the university was given "A+" rating by NAAC in its second accreditation cycle. According to the NIRF, it placed 95th, 87th, 84th, and 81st in the higher education category in 2019, 2020, 2021, and 2022, respectively. Reports indicate that its research expenditures per capita are the highest (https://cup.edu.in).

Ranganathan Library, Central University of Punjab is named after the great librarian and mathematician S.R. Ranganathan whose birthday is celebrated as National Librarian's day in India on 12 August every year. Since its establishment in 2009, the University Library has expanded and developed rapidly and consistently, satisfying the learning and research needs of both university teachers and students. The University Library has access to 56915 titles and currently subscribes to 11 national and international print journals. It also has subscriptions to 7231 full-text online journals through the e-ShodhSindhu Consortium and numerous electronic journals on its own. In addition to its contemporary layout of seats and peaceful healing ambiance, it is conveniently located in the Academic Block, fully air-conditioned, and equipped with modern facilities. Wi-Fi connectivity is available throughout the library so patrons can browse both online and offline resources. Library offers users automated self-service and enhanced security with the installation of RFID and EMSS technologies. Library use Koha, a full-featured open-source Integrated Library System (ILS) for handling their resources and daily functions, it includes various components for activities such as organizing materials, lending and returning items, purchasing resources, managing journals, and offering an Online Public Access Catalogue (OPAC) for user access. Users can take advantage of the modern Online Public Access Catalogue (OPAC) to explore the library's vast collection (http://opac.cup.edu.in).

REVIEW OF RELATED LITERATURE

Indraji and Dominic (2025) investigated to assess the extent to which the libraries of Tamil Nadu universities were making use of their Online Public access Catalogue (Web OPAC). A structured questionnaire was administered to collect the data. 1100 questionnaire was distributed randomly and 998 received resulting 92.33% response rate. The study revealed that users were daily visitor (29.05%) of the library and their main access points were Subject (23.04%) and title (21.54%). The study recommended more training in search techniques over basic computer use. Krishnappa and Kemparaju (2020) conducted a study at the Institute for Social and Economic Change (ISEC), Bangalore, to examine OPAC usage patterns among researchers and faculty. With an 83.34% response rate, the findings revealed that 80.34% of respondents were aware of OPAC, and a majority used it to locate current journals (81.20%) and books (77.78%). Common search approaches included title (66.67%), author (64.10%), and keywords (52.99%). The authors emphasized the need to upgrade the existing OPAC system to enhance its effectiveness and promote better use of the library's resources. Adegun *et al.* (2021) conducted a survey-based study on OPAC usage at Olusegun Oke Library in Nigeria, with an 86.67% response rate. The findings showed that most respondents used OPAC, mainly for accessing journals (33%) and checking book availability (23%), though issues such as system malfunction and lack of staff guidance were reported. The study recommended improving OPAC functionality and user support services. Adjei *et al.* (2024) conducted a survey-based study at the Catholic University College of Ghana to assess library patrons' awareness, usage, challenges, and satisfaction with OPAC. Using a well-structured questionnaire and convenient sampling, data were collected from 336 undergraduate and postgraduate students. The findings revealed that 68.5% of respondents were aware of OPAC, and 52.68% regularly used the library. Based on the results, the authors recommended increasing the number of computers in the library to enhance access and encourage more effective use of OPAC services. Swaminathan (2017) surveyed OPAC usage at Anna University Regional Campus, Coimbatore, receiving 154 valid responses out of 190. The study found 55.22% of users accessed OPAC daily. A majority of faculty (60.53%) and students (67.24%) strongly agreed they used OPAC to check document availability, while 70% used it to track new arrivals. Faculty preferred title-based searches, whereas students used author-based searches. The study recommended user orientation programs to enhance OPAC skills. Salauddin (2025) examined the awareness and usage patterns of library resources and services among users of the library at AMU, Aligarh. Out of 220 questionnaires circulated, 180 were returned with 81.81% response rate. Result showed that daily visitors accounted for the highest frequency (45.6%) and their most frequent reason to visit was borrowing or returning books. Overall, users expressed satisfaction with library resources and services. The study suggested strengthening library services by raising user awareness, making services easier to use, and offering ongoing training and support to better serve users.

RESEARCH QUESTIONS

R1: What is the level of user's awareness about OPAC?

R2: What are the main purposes of using OPAC by research scholars?

R3: What are the different approaches used by research scholars for searching documents through OPAC?

R4: What are the problems faced by research scholars in using OPAC?

R5: What is the extent level of satisfaction derived by users with services provided by the library?

OBJECTIVES OF THE STUDY

The main objective of the study is to examine awareness, use and impact of Online Public Access Catalogue (OPAC) among research Scholars in Central University of Punjab Library, Bathinda. The specific objectives are to:

- To ascertain the user's level of awareness about OPAC
- To identify the main purpose of using OPAC by research scholars
- To explore the different approach used by research scholars for searching documents through OPAC

- To find out the problems faced by research scholars in using OPAC
- To investigate the extent level of satisfaction derived by users with the services provided by the library

METHODOLOGY

This study is carried out using the survey method of research. A well-structured questionnaire is created specifically for this purpose in order to gather data about user's opinions and satisfaction levels with the OPAC. Descriptive research design is employed in the study. A sample of research scholars from various departments of the university was chosen using the 'simple random sampling method'. Questionnaire in Google form was mailed and link shared through WhatsApp & mobile number among 200 research scholars in the month of January 2025 with a request to fill in the questionnaire, out of which 182 responses received to the investigator with 91% response rate. The investigator personally visited majority of the research scholars and discussed different aspects of OPAC in order to make data and information more authentic. The gathered data is categorized and examined by statistical techniques.

SCOPE OF THE STUDY

The scope of the study is confined to the research scholars from the different discipline in Ranganathan Library at Central University of Punjab, Bathinda.

DATA ANALYSIS AND FINDINGS

After the collection of data, it is organised and presented in tabular form with their frequency and percentage. Some important diagrams are also added in the analysis for better representation.

Table 1: Profile of respondents

Demographic Variables		Numbers of respondent	Percentage	Total/Percentage
Gender	Male	148	81.3	182/100
	Female	34	18.7	
Age	Up to 25	43	23.6	
	26- 30	103	56.6	182/100
	Above 30	36	19.8	
Fellowship status	With fellowship	159	87.4	182/100
	Without fellowship	23	12.6	
Research experience	Less than 1 year	47	25.8	
	1-3 years	96	52.8	
	4-5 years	35	19.2	182/100
	6 year	2	1.1	
	More than 6 years	2	1.1	
Research Publication	No Publication	64	35.2	
	1-5 Publication	96	52.7	182/100
	6-10 Publication	14	7.7	
	Above 10 Publication	8	4.4	

Table 1 shows the profile detail of the respondents. It is clear from the table that number of male research scholars are 148 (81.3%) where as only 34 (18.7%) female research scholars took part as respondents in the survey. Age of the respondents vary in the range 21-37 years. The number of respondents in the age group 21-25 is 43 (23.6%) followed by 103 (56.6%) in the age group 26-30 while in the age group above 30 there are 36 (19.8%) respondents. Majority of the respondents 159 (87.4%) are receiving fellowship where as only 23 (12.6%) are not receiving fellowship. There are 47 (25.8%) researchers whose research experience is less than one year followed by 96 (52.8%) researchers who have research experience 1-3 years, 2 (1.1%) researcher have experience of 6 years and 2 (1.1%) have

table Cont...

experience more than 6 years. The numbers of researchers who do not have any article yet published are 64 (35.2%) followed by 96 (52.7%) researchers who have published up to 5 articles. There are 14 (7.7%) researchers who have published up to 10 articles and only 8 (4.4%) researchers have published more than 10 articles.

Table 2: Awareness of users about Online Public Access Catalogue (OPAC)

Awareness of OPAC	Numbers of users	Percentage
Yes	150	82.4
No	32	17.6
Total	182	100

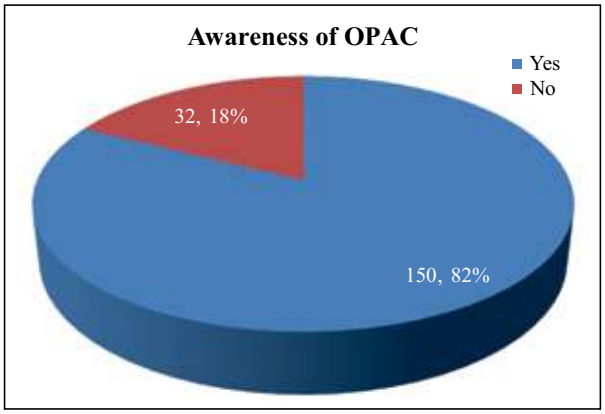


Figure 1

The above figure 1 represents awareness of users about Online Public Access Catalogue (OPAC) in which majority of the respondents 150 (82.4%) are aware about OPAC where as only 32 (17.6%) respondents are not aware of it.

Table 3: Opinion of user's knowledge about OPAC

Opinion	Numbers	Percentage
I do not know	27	14.8
Excellent	14	7.7
Very good	35	19.2
Good	67	36.8
Fair	28	15.4
Poor	11	6
Total	182	100

Table 3 indicates user's knowledge about OPAC in which 67 (36.8%) respondents has good knowledge followed by 35 (19.2%) very good knowledge and 28 (15.4%) have fair knowledge. There are 11(6%) respondents who have poor knowledge of OPAC and 27 (14.8%) respondents do not know about OPAC.

Table 4: Frequency of OPAC used

Frequency of use	Numbers of users	Percentage
Daily	12	6.6
Once a week	22	12.1
Twice a week	22	12.1
Once in fortnight	7	3.8
Once in a month	13	7.1
Occasionally	106	58.3
Total	182	100

From the above table it is clear that daily user of OPAC is 12 (6.6%). User of OPAC once a week and twice a week is 22 (12.1%) & 22 (12.1%) respectively. Majority of the respondents use OPAC occasionally 106 (58.3%) while 13 (7.1%) respondents use once in a month. There is very less number of the respondents 7 (3.8%) who use OPAC once in fortnight.

Table 5: Time spend on searching through OPAC

Time spend	Numbers	Percentage
Less than one hour	139	76.4
One to five hour	4	2.2
More than five hour	39	21.4
Total	182	100

Here investigator asked the question from the respondents that how much time the generally spend in searching documents through OPAC. Majority of the respondents 139 (76.4%) spend less than one hour in searching to get their required documents followed by 39 (21%) respondents who spend more than five hour. There is very less number of respondents 4 (2.2%) who spend one to five hours in searching.

Table 6: Purpose of using OPAC (Multiple responses)

Purpose	Numbers	Percentage
To check the availability of the required document(s)	128	70.3
To know the exact location of needed document(s)	59	32.4
To compile a bibliography related with proposed research topics	55	30.2
To determine the number of copies of a particular title available in the library	26	14.3
Others	8	4.4

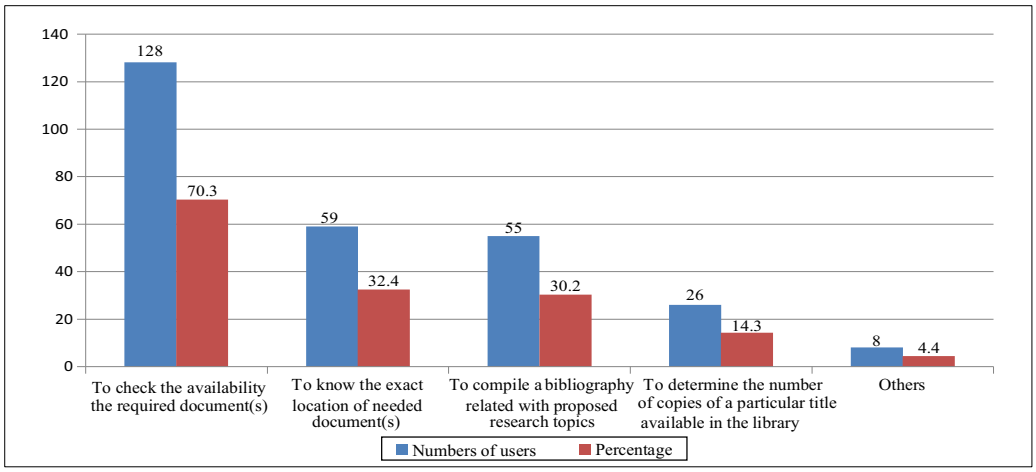


Figure 2

Figure 2 clearly point out the purpose of using OPAC where multiple choices were provided for the respondents to choose. Majority of the respondents 128(70.3%) use OPAC to check the availability of the required documents followed by 59 (32.4%) respondents who use OPAC to know the exact location of needed document, 55(30.2%) use to compile a bibliography related with proposed research topics and 26(14.3%) use to determine the number of copies of a particular title available in the library. There is very less number of respondents 8(4.4%) whose purpose of using OPAC is to know the new and updated books/ documents arrived in the library.

Table 7: Difficulty faced in consulting OPAC

Difficulty	Numbers of response	Percentage
Yes	58	31.9
No	124	68.1
Total	182	100

Question was asked from the research scholars whether they face any difficulty in consulting OPAC. Majority of the respondents 14 (68.1%) do not face any difficulty where as 58 (31.9%) face difficulty in consulting OPAC.

Table 8: Sources of guidance for using OPAC (Multiple responses)

Sources of guidance	Numbers	Percentage
Through orientation program	28	15.4
Through guidelines	45	24.7
Through previous experience	47	25.8
Through friends	89	48.9
Through Library staff	63	34.6
Any other	9	4.9

Table 8 indicates the different sources of guidance for using OPAC where multiple choices were given for selection by the respondents. Majority of the respondents 89(48.9%) use their friends as source of guidance followed by 63(34.6%) take help from library staff and 47(25.8%) use their previous experience as source as guidance in using OPAC. There are 45(24.7%) respondents who use written guideline and very less number of respondents 9(4.9%) who use other source than listed like YouTube, online search and University website for using OPAC.

Table 9: Mode of educating the users about the use of OPAC

Mode of educating	Numbers	Percentage
Through lecture	33	18.1
Through orientation programme	49	26.9
Through demonstration	37	20.3
Through hands on experience	58	31.9
Any other	5	2.8
Total	182	100

As shown in table 9, 58 (31.9%) respondents are in favour that users of OPAC should be educated through hands on experience and 49 (26.9%) respondents admitted to educate the users through orientation programme. Mode of educating through lecture and through demonstration are 33 (18.1%) and (20.3%) respectively. Very less number of respondents 5 (2.8%) mentioned other mode such as help from friend and use of websites.

Table 10: User friendly catalogue (Multiple responses)

Type of catalogue	Numbers of response	Percentage
OPAC	165	90.7
Card catalogue	32	17.6

Table 10 shows user friendly catalogue where multiple choices were allowed to select for respondents in which majority of them 165 (90.7%) answered in favour of OPAC where as only 32 (17.6%) are in favour of traditional card catalogue.

Table 11: Problems faced while using OPAC (Multiple response)

Problems	Numbers of response	Percentage
Lack of knowledge regarding using OPAC	78	42.9
Complicated search	42	23.1
Lack of assistance from library staff	36	19.8
Slow speed of searching	74	40.7
Monopoly of the user due to less computer systems	25	13.7
Physical problem (Headache, Back pain, Neck pain, Low eye sight, any other)	19	10.4
Psychological problem	5	2.7
Any other	10	5.5

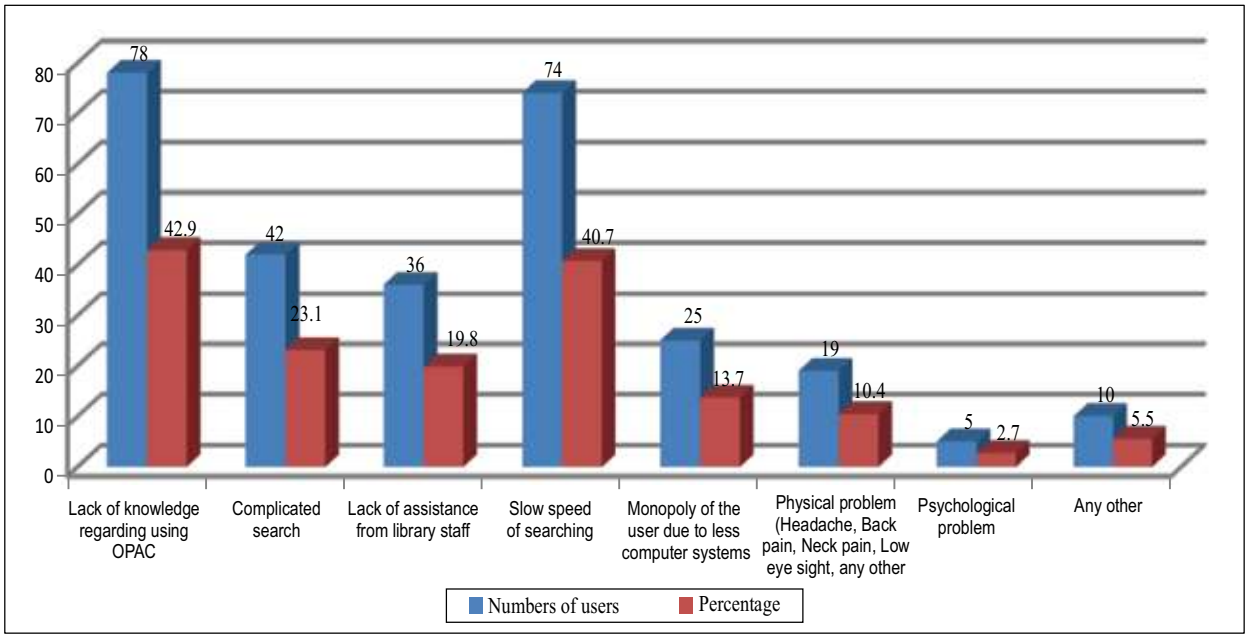


Figure 3

Figure 3 depicts different problems faced while using OPAC where users were allowed to give multiple answers. Lack of knowledge 78(42.9%) followed by slow speed of searching 74(40.7%) are the main problems regarding using OPAC. Complicated search 42(23.1) and lack of assistance from library staff 36(19.8%) are second most problem faced by users. Monopoly of the user due to less number of computer systems 25(13.7%) and physical problem (Headache, Back pain, Neck pain, Low eye sight, any other) 19(10.4%) are also a reasonable problems. There are 5(2.7%) respondents who face psychological problem and 10(5.5%) respondents mentioned some other problem like spelling mistake and unavailability of internet while using OPAC.

Table 12: Approach in accessing to get the desired document(s) (Multiple responses)

Approach in accessing	Numbers of response	Percentage
Keywords	129	70.9
Title	123	67.6
Author	93	51.1
Subject	72	39.6
Journal source	54	29.7
Class number	16	8.8
Year of publication	40	22
Series	12	6.6
ISBN or ISSN	29	15.9
Place of publication	13	7.1
Any other	1	0.5

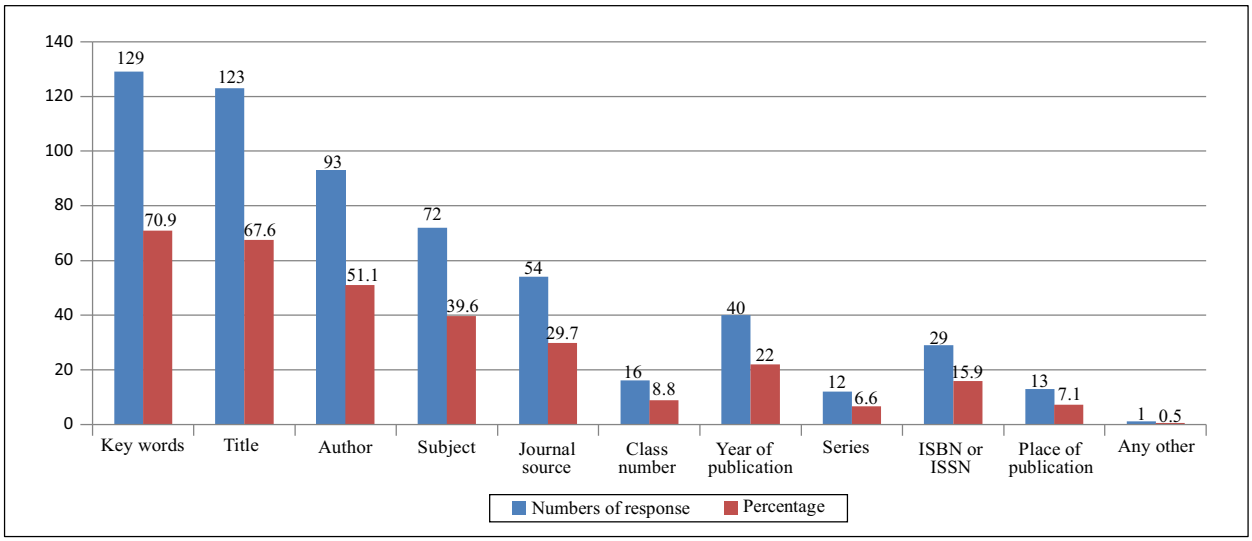


Figure 4

As shown in figure 4, keywords 129 (70.9%) and title 123 (67.6%) are the most preferred approach in accessing to get the desired documents followed by author approach 93 (51.1%) and by subject approach 72 (39.6%). 54 (29.7%) respondents access by journal source, 40 (22%) by year of publication and 29 (15.9%) by ISBN or ISSN. There are 16 (8.8%), 13 (7.1%) and 12 (6.6%) who access through class number, place of publication and by series of the documents respectively.

Table 13: Awareness of users with search strategy (Multiple responses)

Search strategy	Numbers of response	Percentage
Simple search	125	68.7
Advance search	64	35.2
I do not know	30	16.5

Table 13 indicates awareness of users with search strategy in which multiple answer were allowed for the respondents to give their point of view. 125 (68.7%) respondents are familiar with Simple search strategy and 64 (35.2%) respondents are aware with advance search. There are 30 (16.5%) respondents who do not know both simple and advance search strategy.

Table 14: Opinion of user's search skills

Opinion	Numbers of response	Percentage
Good	98	53.9
Very good	41	22.5
Poor	9	4.9
Acceptable	34	18.7
Total	182	100

Table 14 depicts user's search skills. 98 (53.9%) respondents are good followed by very good 41 (22.5%) in searching the documents through OPAC. There are 34 (18.7%) respondents who are neither good nor bad but acceptable in searching and only 9 (4.9%) respondents are poor in searching the required documents through use of OPAC.

Table 15: Preference of using ICT tool for searching OPAC

ICT tool	Numbers of user	Percentage
Mobile/Tab	27	14.8
Laptop	127	69.8
Desktop	28	15.4
Total	182	100

As shown in table 15, 127 (69.8%) respondents preferred to use their personal laptop followed by desktop 28 (15.4%) and mobile/Tab 27 (14.8%) as ICT tools for searching OPAC to get their required documents.

Table 16: Preferred place of using OPAC

Place	Numbers of user	Percentage
Department Lab	64	35.2
University's computer centre	16	8.8
Hostel lab (if any)	10	5.5
Main Library	71	39
PG/Home	16	8.8
Any other	5	2.7
Total	182	100

Table 16 shows the preferred place of using OPAC in which majority of the respondents either use main library 71 (39%) or department

Lab 64 (35.2%). User of OPAC in University's computer centre and PG/Home are 16 (8.8%) and 16 (8.8%) respectively. 10 (5.5%) respondents use OPAC from their hostel and very less number of respondents use OPAC from other place but not mentioned the place.

Table 17 depicts the how research scholar feel using OPAC in which 126 (69.2%) said it is easy to use the OPAC and 29 (15.9%) answered very easy whereas 20 (11%) replied that they feel difficulties and only 7 (3.9%) feel very difficult in using the OPAC.

Table 17: Opinion of users regarding the use of OPAC

Opinion	Numbers of user	Percentage
Very easy	29	15.9
Easy	126	69.2
Very difficult	7	3.9
Difficult	20	11
Total	182	100

Table 18: Level of satisfaction with the following aspects of OPAC of library

Satisfaction → Aspects ↓	Very satisfied	Satisfied	OK	Dissatisfied	Very dissatisfied	Total / percentage
Use	17 (9.4%)	90 (49.5%)	69 (37.9%)	3 (1.6%)	3 (1.6%)	182/100%
Assistance from library staff	15 (8.3%)	79 (43.4%)	71 (39%)	13 (7.1%)	4 (2.2%)	182/100%
No. of comp. for OPAC	8 (4.4%)	58 (31.9%)	91 (50%)	12 (6.6%)	13 (7.1%)	182/100%

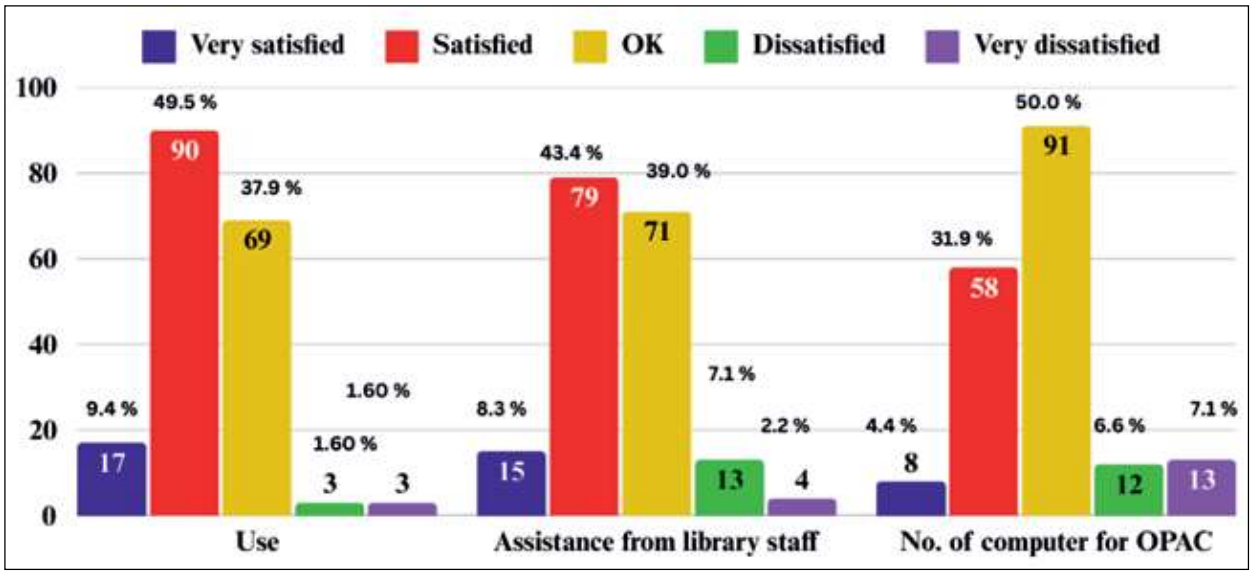


Figure 5

Figure 5 shows the satisfaction level of research scholars regarding different aspect OPAC of library. Respondents are either satisfied 90 (49.5%) or OK, 17 (9.4%) of the respondents very satisfied and 3 (1.6%) & 3 (1.6%) respondents are dissatisfied and very dissatisfied regarding use of OPAC. 79 (43.4%) respondents satisfied, 71 (39%) OK and 15 (8.3%) very satisfied with the assistance from library staff. 13 (7.1%) & 4 (2.2%) respondents are dissatisfied and very dissatisfied with assistance from library staff. 91 (50%) respondents are OK, 58 (31.9%) satisfied and 8 (4.4%) very satisfied with the number of computer available for using OPAC in the library. 12 (6.6%) & 13 (7.1%) respondents are dissatisfied and very dissatisfied respectively.

Table 19: Opinion regarding merits of using OPAC

Merits Opinion→ ↓	Strongly agree	Agree	Disagree	Total / percentage
It is time saving	50 (27.5%)	126 (69.2%)	6 (3.3%)	182/ 100%
Easy way to check the availability of needed document(s)	44 (24.2%)	133 (73.1%)	5 (2.7%)	182/100%
Convenient to use	38 (20.9%)	136 (74.7%)	8(4.4%)	182/100
Omnipresent	26 (14.3%)	133 (73.1%)	23 (12.6%)	182/100

As shown in table 19, 126 (69.2%) respondents agree, 50 (27.5%) respondents strongly agree and only 6 (3.3%) respondents disagree with the statements that using OPAC to get the needed documents is time saving. 133 (73.1%) respondents agree and 44 (24.2%) strongly agree where as only 5 (2.7%) respondents disagree with the statements that using OPAC is an easy way to check the availability of needed documents. Majority of the respondents 136 (74.7%) and 38 (20.9%) are in favour that OPAC is convenient to use while 8(4.4%) respondents are not in favour of the statements. 133 (73.1%) & 26 (14.3%) respondents have positive view about omnipresent of OPAC where as 23 (12.6%) have not positive view of it.

MAJOR FINDINGS

Finding of the study reveals that majority (82.4%) of the research scholars in central University of Punjab Library are aware about OPAC (Table 2).

- Majority of the respondents have better understanding of OPAC (Table3).
- More than half (58.3%) of user use OPAC occasionally (Table 4).
- Majority (76.4%) of respondents spend less than one hour in searching documents through OPAC (Table 5).
- Patrons use OPAC for many reasons but main purpose (70.3%) is to check the availability of the required documents in the library (Table 6).
- Approximately 68% of the respondents do not face any difficulty in consulting OPAC (Table 7).
- Whenever users need support they take help from their friends (48.9%) and library staff (34.6%) (Table 8).
- As we know OPAC is essential tool for library users and majority of them replied to educate the library users through hands on experience (31.9%) and through orientation program (26.9%) (Table 9).
- Majority (90.7%) of the users preferred OPAC rather than card catalogue (Table 10).
- Slow speed of internet (40.7%) and lack of knowledge regarding using OPAC (42.9%) are found some major problems (Table 11).
- Result of the study identified Key words (70.9%), Title (67.6%) and Author (51.1%) are the most used access points for searching through OPAC (Table 12).
- Simple search (68.7%) is most preferred method of searching (Table 13).
- Almost (76.4%) respondents possess either good or very good searching skills (Table 14).
- The finding of the study showed that 69.8% used their personal Laptop for searching documents (Table 15).
- OPAC are accessed by majority of the users from main library (39%) and departmental lab (35.2%) (Table 16).
- Finding revealed that use of OPAC is easy (69.2%) (Table 17).
- Study reveals that majority of the respondents are satisfied with use of OPAC (49.5%) assistance from library staff (43.4%) and (50%) admitted OK with number of computer available for OPAC (Table 18).
- Majority of the respondents are satisfied with the merits of OPAC (Table 19).

CONCLUSION

OPAC is one of the most important resources for libraries and information centers to retrieve information. It is now regarded as a doorway

to library resources that all patrons should be aware of and utilize in order to find the material they need and satisfy their desire for information as it reduces time, money, and energy. A significant number (82.4%) of research scholars at the Central University of Punjab are familiar with and use the Online Public Access Catalogue (OPAC), mainly to verify the availability of needed resources. Most users consider OPAC convenient and are generally satisfied with its functionality, though challenges such as limited search proficiency, slow internet connectivity, and insufficient computer access remain. Overall, OPAC is regarded as a valuable and accessible tool for academic research, but enhancements in user training, technical infrastructure, and support services are recommended to improve its utility.

SUGGESTIONS

Suggestion is based on recommendation/ feedback received from the respondents. It has been observed that some the library users use OPAC only to check new and updated books/ documents arrived in the library so librarian should make possible arrangement near the entrance of the library and close to OPAC for better visibility of new arrivals. Slow speed of internet and unavailability of internet is reported poor so required action must be taken by the authority of the university to increase the internet speed. Numbers of computer in library must be increase so that maximum users can use system at the same time.

RECOMMENDATION FOR FURTHER RESEARCH

This study is limited to Ranganathan library in Central University of Punjab, Bathinda. A comparative picture can be obtained by repeating the study in other university libraries across the nation.

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