Chapter 3
Review of Related Literature
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REVIEW OF RELATED LITERATURE

Review of the related literature is a very important part of any study as it enables us to know what other researches are available in the related area. Review literature gives an overall view of what has been done by other researchers in the same field of study. Its ultimate goal is to provide up to date information on a particular area during a certain period.

In the present study, the researchers have reviewed only those studies which are related to the topic of the dissertation. Very little work has been done in India. Abstracts have been taken of some studies which are reported in information science. Abstracts in some foreign languages. Some studies are directly related and some are related only indirectly.

1. Carrington, Bradley Dean, and Maclennan, Birdie. (1991) discuss in their article “SUPER-OPAC: records for articles and chapters in your catalogues” The present an overview of possible enhancement to the online public access catalogue for providing access to journal articles and to chapter titles in monographs. The author outlined two approaches: (1) the ‘separate file’ approaches which used the OPAC as a gateway to vendor-supplied indexes to journal contents; (2) the ‘integrated files’ approaches, which uses MARC-based records in the OPAC to provide: (a) keyword access to tables of contents in books via the addition of a contents note in the bibliographic record, or (b) access to titles and authors of journal articles via the creation of brief separate records. Advantages identified with the “separates file” approach include the prevalence and availability of a great many
commercial files, which provides areas Disadvantages of this approach of this approach include the disparity of search protocols for different files.

2. Yee, Martha M. and Soto, Raymond. (1991) describe under the title “User problems with access to fictional characters and personal names in online public access catalogues”. This paper indicates that the reference libraries in libraries with public access catalogues were polled to determine that indexes they thought most use to look for fictional characters. Most thought users would choose a name index over a subject index. In addition, reference librarians were asked about their own preferences. They said that the best kind of index to give user for such searches would be a general index in which no particular kind of index to give user for such searches would be a general specified. This paper based on the descriptive statistics from this search current system design practices for online public access catalogues and current tagging practices in MARC format are evaluated, and recommendations are made for modification of those practices.

3. Larson, Ray R. (1991) conducted a study under the title “Classification clustering probabilistic information retrieval, and the online catalogue”. This study indicates that the online catalogue use and users has found some pervasive problems with subject searching in these systems. Subject searches too often fail to retrieve anything, and those that do succeed often retrieve too much material. This article examines these problems and how they might be remedied. The theoretical principles for the design of effective information retrieval systems are discussed and an experimental online catalogue system based on these principles is described. The system, CHESHIRE, uses a method
called “Classification clustering”. Combined with probabilistic retrieval techniques to provide natural language searching and too provide effective control of “information overload” in subject searching.

4. Cook, Collent and Payne, Leila. (1991) this study under the title “Intactness and Accuracy of Online and card catalogues” undertaken at the Evans library, Texas A & M university to analyze the comparative intactness and accuracy of the public card catalogue indicated that online file was marginally less intact and more accurate than card catalogues, OCLC archive and retrospective conversion project taps for the data phase ALISII system. The library used ALISII for cataloguing and circulation functions.

5. Meyer, Paul. (1991) discuss in their article “Online help to ends in a networked environment”. Most computer users are familiar with the idea of the online tutorial and online help functions, as these apply to database, spreadsheet and word processing programs. Such programs vary in complexity, and full training of some depth is usually required, which may come from formal courses, manuals or online tutors. Two trends, however, have emerged which require that a simpler approach to computer training is adopted: namely the increasing use of end-user information retrieval systems, and the spread of networks which make these systems available in a decentralized environment. End-users in a networked system may now have to rely less on centralized formal training and more on help provided by the systems themselves, which places a burden on system designers to provide such help functions. However, system designers are not always the best people to provide proper help functions as they do not necessarily understand the users' perceptions of the systems. The people better suited for this are the
information specialists and librarians who deal with the end-user on a daily basis. A good example of a networked end-user system is the OPAC, the online catalogue, which may have thousands of users with different levels of computer experience, all of whom have to be taught to make use of the computer system in the simplest way possible. The challenge here is to understand how the OPAC end-user perceives the bibliographic record, and how to inculcate an understanding of the new ways of accessing records that the computer provides. In designing an online help system, the expertise of professional teachers may also have to be sought in order to ensure proper communication between the information specialist and the end-user. In this paper, the experience gained in installing the OPAC at the University of Cape Town Libraries is used to illustrate these points.

6. Husain, Shabahat and O’Brien, Ann. (1992) had conducted a study under the title “Recent Trend in Subject Access to OPACs: An Evolution”. Research conducted in the early 80’s has shown that subject access is still one of the most domain approaches in OPACs. However, while some of the subject searches result in no recall, others often retrieve so much that users are discourage to proceed further. These and other problems were investigated and solutions were found in improving search methods (such as words stemming, extending search to full bibliographic record) and indexing techniques. More recent research indicates that the real answer to the question of ‘user friendly novel interface ‘and also in designing knowledge based systems. Wherein users would not be expected to learn query formulation or even to be familiar with in indexing language of the system. Several interesting studies and research projects on the subject have produced a whole gamut of information.
7. **Roes, Hans. (1993)** had conducted a study under the title “Current awareness services at Tilburg University”. Library automation in the past twenty years has concentrated on the use of computers in traditional library services. First of all administrative processes were automated; next, the card catalogue was transformed into an Online Public Access Catalogue (OPAC). These traditional processes were very much book-oriented, while in the same period the importance of journals in the scientific process has grown dramatically. To cope with the growing demand for disclosure of articles, mainly outside the library world, abstracting and indexing services (AIS) emerged. However, some characteristics of AISs mean that library users use them less than OPAC. This was one reason why Tilburg University started the Online Contents project in 1989. The aim of this project was to give users information about articles in the journals collection similar to that given for books. This is a service comparable to ISI's well-known Current Contents, but mapped on the journals collection at Tilburg University.

8. **Kock, Marthie de. (1993)** conducted the survey under the title “Remote users of an online public access catalogue (OPAC): problems and support”. Networks allow different users from outside the library remote access to library catalogues. These remote users may face problems that differ from the OPAC users' in the library. They may not be comfortable with the computer technology and may not be familiar with the OPAC of the library. Libraries should offer different support services than they would provide to on-site users. Libraries should be responsive to the needs of remote users. These users need technical advice as well as special instruction aids and guides to lead them to the information they want to retrieve.
9. Aruna, A. (1998) This report under the title “Online Public Access Catalogue” that he libraries started developing bibliographic databases by inputting the bibliographic detail of the book available in particular library. The databases are available on networks; OPACs may be searched from a terminal within the original library or a terminal where else in the organization or remotely via national or international telecommunication networks. A type of OPACs has been discussed. Two fundamentally different search approaches could be found in OPACs querying /query searching and browsing. Despite the increasing use of OPACs now-a-days there are many limitations of OPAC.

10. Sonwane, Shashank S. (1999) indicated in his article “Retrieval Aspect of OPACs” that the OPACs on internet have made libraries accessible to gateways to information in libraries and it provide facilities to browse a search to meet the need of users into different ways. Retrieval aspect of OPAC deals with the provision of two thing s browsing and searching. OPACs have replaced the traditional catalogues in libraries and they are poplar because of their flexibility in search. Web OPACs put the collections of distant libraries online. It helps in realizing the goals of resource sharing.

11. Ganeshan, P. and Others (1999) attempted to explain under the title “Access to OPACs through Internet” internet as the first global forum and first global library, which is growing day by day. It provides journals, library catalogues, databases and so on. Online catalogue is one of the most important services available on the internet that discusses about online access to OPACs s if several libraries, also sites and their special feature related to OPAC.
12. Ramesh Babu, B. (2000) in this paper “The Emergence of Web OPACs in the 21st century” provides an overview of the crucial role of internet and influence of library and information services. The paper highlights the recent developments in OPACs namely web OPACs in the west, which serves as a gateway to the resources not only held by a library, but also to the holdings of other library and information centers, going beyond regional, national and international boundaries. The features of web OPACs, its advantages and the system requirement. A strategic plan for the introduction and implementation of OPAC in Indian libraries is presented.

13. Jalaji, V. and Koovakkai, Dineshan. (2000) discuss in their article “Document Searching through OPAC” that the OPAC system of modern period has changed the traditional concept of access drastically. It allows multidimensional searches providing as the catalogue records are computerized and made available online. The OPAC allows searches through the access points as author, title, subject, keyword, class no. etc. and combination of these. An additional provision of truncation search provides opportunity for a user to form search strategies using Boolean logic (AND, OR, NOT).

14. Oduwole, A.A.; Oyesiku, F.A. and Labulo, A.A. (2002) represent his research study under the title “Online Public Access Catalogue (OPAC) Use in Nigerian Academic Libraries: A case study from the university of Agriculture, Abeokuta”. This study is aimed at determining the level of use of Online Public Access Catalogue (OPAC) at the University of Agriculture Library, Abeokuta. A three-part questionnaire was developed and administered during the 1999/2000 sessions. A total of 300 questionnaires were distributed to
OPAC users, of which 95.3% were duly completed and returned. The results of the study revealed that students are the major user of the OPAC. Majority of OPAC users had no previous training in computer use. The study revealed that the most common access points for searching the OPAC are the author and subject fields. Respondents are constraints encountered by the users are finding the appropriate keywords to search the database and the limited number of search stations as only two are available. The study recommends that users be trained in order to acquire basic skill in information technology for information retrieval and the reintroduction of the ‘Use of the library “into the university curriculum.

15. Theimer, S. (2002) in this paper “When a 21st century user meets a 20th century OPAC: now word choice impact search success”. Many cataloguing conventions current used in the automation MARC record were created for card production. Traditional access points moved into the complete age which was very helpful when most users were familiar with those cataloguing cards. Increasingly, libraries have converted from cards to computerized catalogue. Some of the problems commonly encountered when searching OPACs. Online catalogues are summarized, particularly from the points of the view of how such searches tend to differ from internet searches. The problem includes understanding the searches; phrasing the search; spelling & term usage conclude that library. OPACs need to make better subjects terms, since much of the complexity of the subject heading system is currently not utilized. Users should be forced to view term definitions along with narrow & boarder terms to ensure that the user definition the matches the library of congress term. A search that would search the term & all related terms would also help the user. Spelling problems
should be recognized by the system while spelling arrows that form the incorrect words remain the user's responsibility.

16. Ramesh Babu, B. and Tamizhchelvan, M. (2003) had conducted a research under the title “An investigation into the features of OPACs in Tamil Nadu (India)”. Describes the results of a research survey conducted at the Department of Library and Information Science, University of Madras, Chennai, India which examines features provided in online public access catalogues (OPACs) in Tamil Nadu. OPACs are recent developments in libraries in India in general and Tamil Nadu in particular. A review of the literature reveals that only a few studies on OPACs in India have been conducted and there is no comprehensive study about the OPACs in Tamil Nadu. Samples of 50 libraries in Tamil Nadu were selected at random, out of which 36 responded. The analysis of the data represents the state-of-the-art of the libraries in the summer of 2002. The major findings of the survey reveal emerging trends in OPAC.

17. Sridhar, M.S. (2004) under the title “OPAC Vs Card Catalogue: A comparative Study of User Behavior” reports an attempt made to study use of the OPAC of ISRO satellite center (ISAC) library and compare the results with the findings of the study of the card catalogue of the same library conducted 17 years ago. The paper 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 (automated system).

18. Guha, Tamal Kumar and Veena Saraf. (Eds.). (2005) had conducted a study under the title “OPAC usability: assessment
through verbal protocol”. This study 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. While implementing the verbal protocol method this study has developed a scheme of coding with the help of which the protocol data were analyzed and proposed a generic model of online catalogue searching process flow. It is suggested that the method has a great potential in library and information science research.

19. **Amar Nath and sharma, Aarti. (2006)** had conducted a study under the title “**Use of Online Public Access catalogue by the research scholars in Punjab University library, Chandigarh: a survey**”. The present the study is an attempt to know the use of OPAC by the research scholar in A.C. Joshi library, Chandigarh. The specific objectives of the study are: 1) To identify the information needs of research scholars; 2) To examine and analyses the user search pattern and search strategy on OPAC; 3) To asses and measured the users opinion on the OPAC services keeping in view the changing networked environment; 4) T diagnose the problems faced by the research scholars on using OPAC; and 5) To suggests the solutions to over come the problems being faced by the research scholars. The research plans was drawn and to collect the comprehensive and relevant data through questionnaire method. Specially designed questionnaire was randomly distributed to 100 research scholars of the AC Joshi Library. Out of 100 questionnaires, 60 respondents had given the response. The questionnaire sought information on the state of automation use of the OPAC problems identified by the research scholars in the using OPAC
and comments retrieval tool. The study finding that the tool is useful and large numbers of respondents have learnt the use of OPAC with help of their friends. Second is large number of respondents feels that the assistance of library staff is required. But, it is observed that the library staff is not always available for the assistance. It is therefore, suggested that provisions should be made to provide the assistance of library staff during rush hours.

20. Rashid Husain & Mehtab Alam Ansari (2006) had conducted the study under the title “From Card Catalogue to Web OPACs”. The Online Public Access Catalogue (OPAC) changed the traditional card catalogue system. In the new system, data can be spread within computer and then the required entry can be retrieved immediately through OPAC system in any format. Now, user can search for information via OPAC and most recently, the internet. This paper describes what OPAC is, discusses about the OPACs & Web OPACs technology in libraries and explains various features, applications and advantages of Web OPACs. In this paper Web OPAC is an OPAC, which is provided on the web and with the help of internet anybody can access it from anywhere. OPAC and Web OPAC are same in some aspects like searching and browsing in both the cases provides pre-coordinated as well as post-coordinated phrases options. OPAC is an interactive search module of an automated library management system. We see that a lot of cataloguing works due to availability of various Web OPACs is reduced. Members can see the collection and issue status of each document of the information centre.

21. Wells, David. (2007) explained under the title “What is a Library OPAC?” This paper aims to look at online Public Access
Catalogue (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 functions. This exercise is pursed through examination of the multiple tensions implicit in any cataloguing indexing system: the competing of organization and retrieval, descriptive and classification. This paper finds that for an OPAC to be publicably usable the potential complexity of the information it contains must be reduced the manageable level of simplicity. OPACs purport to allow complete retrieval, even though data structures and index definitions are not transparent. They necessarily impose a framework of retrieval that conceals information at same time as it presents it and therefore to an extent they undermine the very concept of information literacy. In an online environment catalogues have been able easily to move beyond the scope of individual library collections and to incorporate an increasing range of non-traditional type of information thus introducing further tensions between their roles as indexes and as information source in their own right.

22. Malliari, Aphrodite. and Kyriaki, Manessi. (2007) had conducted a research survey under the title “Users' behavior patterns in academic libraries' OPACs: a multivariate statistical analysis”. This paper aims to present real time user searches in a Greek academic library OPAC (University of Macedonia Library) in relation to user profile. Using as a test bed a Greek academic library and its OPACs transaction logs along with a system implanted questionnaire, data were gathered processed and analyzed using multivariate statistical analysis techniques. In making a synthesis of the analyzed data, a series of questions related to everyday library work were answered, giving
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libraries a tool to apply the gained knowledge in order to make decisions regarding their OPAC, their user education programs and their reference services. The present paper focuses on the analysis of those variables that were considered to be the most representative for constructing a user profile.

23. Rajput, Prabhat Singh, Naidu, G.H.S. and Jadon, G.S. (2008) had conducted the study under the title “Use of Online Public Access Catalogue in Devi Ahiliya University library, Indore”. This present study is an attempt to know the use of Online Public Access Catalogue by the users. the objectives of this study are: i) To know the true complexion of the existing situation of OPAC facilities in Devi Ahiliya University Library; I) To study the use of the different types of OPAC services by the users; iii) To study the purpose and utilization of the OPAC services by the library users included students, research scholars., teachers, and others non-teaching staff; iv) To suggest suitable measures to improve the OPAC services for the benefit of users. The methodology adopted for the present study is questionnaire – based survey. The questionnaire was distributed among 400 users of the library, out of which 364 were received duly filled with all the relevant information required in the questionnaire. The analysis is based on the responses received from the users. The study revealed that the tool is useful and at the same time respondents felt that there must be someone near the OPAC to help in retrieving the required documents.

24. Kumbar, S.S. and Mallaiah, T.Y. (2008) had conducted a study under the title “Changing pattern of user expectations regarding the library catalogue as an information retrieval tool: a case of Mangalore University”. Describes the efforts of Mangalore University
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library in developing an Online Public Access Catalogue with the aim of increasing the information retrieval efficiency and providing easy access to the users. The specific objectives of the study as are follows: 1) To assess the awareness of users about the library catalogue; 2) To assess the satisfaction of the users with the existing library catalogue; 3) To identify the problems faced by the users in exploiting the benefits of library catalogue; 4) To initiate steps to overcome the problems faced by the users if any; 5) To create catalogue database and provide online access to the same; and 6) To suggest suitable recommendations to improve the situation for the benefit of the users. For pursuing research on the present theme, the literature published in primary and secondary sources was collected. Primary data on different facets of the theme was collected through the questionnaire method and supplemented by informal discussion with users. A sample of 415 postgraduate students, 60 research scholars, and 100 teachers was selected for distributing 575 questionnaires. In responses 400 (69.59%) duly filled questionnaires were received from 270 (69.00%) post graduate students, 44 (77.40%) research scholars and 86 (86.00%) teachers. The response of the users collected through the questionnaire have been analyzed and presented along with a discussion of the relevant issues under different facet about the use of library catalogue.

24. Mehtab Alam Ansari and Amita. (2008) had conducted a survey under the title “Awareness and use of OPACs in five Delhi libraries”. The present study was conducted on a sample of 100 users of five various libraries of New Delhi, namely the Indian Institute of Technology; Jawaharlal Nehru University Library; Dr Zakir Husain Library; the NISCAIR; and the DESIDOC. The main objective of this study was to establish the opinion of users with respect to the awareness
and utilization of as well as their satisfaction level with the use of the OPAC. In essence: a) To know the purpose of visit to the library; b) To find out the most used method for searching the document; c) To find out user's opinion regarding the awareness, utilization and also their satisfaction level; d) To know the kinds of search strategy employed; e) To find out the user's opinion regarding hit terms found through the OPAC; f) To know the members' reaction about the behavior of library staff; g) To know the user's opinion about updating of information; h) To ascertain the user's opinion about the OPAC; and i) To know whether surveyed libraries provide special training to their users for appropriate use of OPAC. The paper deals with the applicability and utility of OPACs in five libraries in New Delhi, namely the Indian Institute of Technology; Jawaharlal Nehru University Library; Dr Zakir Husain Library, Jamia Millia Islamia; National Information System for Communication and Information Resources (NISCAIR); and the Defence Science Information and Documentation Centre (DESIDOC). A questionnaire was developed and distributed randomly to 128 users including undergraduates and post graduate students as well as M. Phil. and PhD scholars. Users returned 115 completed questionnaires of which 100 were selected for analysis. The paper finds that the OPAC system has changed the traditional concept of access to library resources. It allows simple as well as complex searches. Document access is still one of the most important approaches of users to visit the library, and a study of the effectiveness of an OPAC is useful in this respect. Regarding results, sometimes users face problems of recall and precision. However, in some searches users are not able to find relevant documents on account of various factors. Data show that a high percentage of respondents are utilizing the OPAC as a search tool for
retrieving documents. Also, most of the users handle the OPAC themselves. Significantly, the satisfaction level of users was high with the OPAC facilities. Nevertheless, not many users are aware of the expert searches provided by OPAC.

26. Kani-Zabihi, E., Ghinea, G., and Chen, S.Y. (Eds.) (2008) conducted a study the title “User perceptions of online public library catalogues” Online Public Library Catalogues (OPACs) are widely used electronic library catalogues giving a wealth of remote access to library information resources. Users should be involved early in the OPAC development cycle process in order to ensure a usable and functional interface, as the integration of user-defined requirements of OPACs, along with the other human-computer interaction considerations, offer a better understanding of user perceptions and expectations in respect of OPACs, ultimately resulting in truly user-centred OPACs. Accordingly, the purpose of this study was to establish user suggestions for a typical OPAC application's functionality and features. To this end, an experiment was undertaken to find out the type of interaction features that users prefer to have in an OPAC. The study revealed that regardless of users’ Information Technology (IT) backgrounds, their functionality expectations of OPACs are the same as users are expecting OPACs to facilitate easier ways to achieve their tasks. However, based on users' previous experiences with OPACs, their requirements with respect to specific features may change.

27. Suhr, Karl. (2009) conducted a study the title “A web utility for OPAC searching by ISBN”. The purpose of this paper is to discuss modifying an existing bookmark let 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 bookmark let 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. The user to check if a particular book encountered on the web is held in a local library by highlighting the ISBN tool and clicking a browser button. The utility may be useful to library patrons as a discovery tool for finding books and can be used to automate aspects of daily library operations.
REFERENCES


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