

RESEARCH WORKS IN LIBRARY AND INFORMATION SCIENCE VOLUME 2

Yushiana Mansor



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Editor

Yushiana Mansor



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5. USERS' PERCEPTIONS OF UMM AL-QURA OPAC FEATURES

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ABSTRACT

Users' perceptions of online public access catalogue (OPAC) allows for better understanding of how users interact with the system. The interface features of OPAC must be designed with users in perspective. This chapter reports the users' perception students at Umm al-Qura University, Saudi Arabia, on selected features of the OPAC interface. Features investigated included: appeal of interface, friendliness of interface; ease of performing certain functions; ease of use, and overall satisfaction with the interface.

5.1 INTRODUCTION

Sixty students from the Department of Library Science, Umm al-Qura University participated in this study. Eleven features, which were considered important in the perception of the users regarding Umm al-Qura online catalogue were studied. Knowing the most and the least preferred features will seriously affect the use of online catalogue and probably improve library services.

5.1.1 Appeal of Interface

Respondents were asked to express their opinions about the appeal of Umm Al-Qura OPAC interface. Almost two-thirds of respondents, i.e. 37 (61.7%) students agreed that the OPAC interface is appealing. As shown in Table 23.1 below, 20 (33.3%) students strongly agreed that Umm al-Qura interface is appealing. However, only 3 (5%) said that the interface is not appealing.