Use of OPAC at the University of Malaya Library by foreign students

A. General

1. Name: ___________________________________________(optional)
2. Level of study
   Diploma
   Bachelor
   Master
   PhD
   Others (please specify)_____________________
3. Year of study
   1st
   2nd
   3rd
   4th
   Others (please specify)_____
4. Course: ________________________________________.
5. Faculty: ________________________________________.
6. Country of origin: ________________________________.

B. OPAC usage

(7) Are there OPAC facilities in any of the libraries in your country of origin?
   Yes  (go to Question 8)
   No   (go to Question 10)
(8) If Yes, which of these libraries have OPAC facilities? (You can tick more than one box)

University libraries

School libraries

Public libraries

Others (please specify)__________________________.

(9) Have you used the OPAC facilities at the libraries in your country of origin?

Yes

No

(10) Do you use the OPAC facilities at the University of Malaya Library?

Yes  (Please go to Question 11)

No  (Please go to Question 31)

(11) If Yes, how frequently do you use the OPAC?

Every day

2-3 times per week

Once a week

1-2 times per month

Once every two months

(12) Is the OPAC interface attractive?

Yes  because ________________________________.

No  because ________________________________.

(13) What other improvements would you suggest in the OPAC interface?

__________________________________________.

__________________________________________.
(14) What do you use the OPAC for? (You may tick more than one box).

- To find book titles
- To find journal titles
- To find articles and conference papers
- For renewals of items borrowed from the library
- To check borrower’s information
- Others (please specify)

(15) Which type(s) of search(es) have you done? (You may tick more than one box).

- Author search
- Title search
- Subject search
- Author/title keyword search
- Call number
- Others (please specify)

(16) Which search(es) do you conduct most often? (Please rank with 1 being the most often)

- Author search
- Title search
- Subject search
- Author/title keyword search
Call number

Others (please specify)

__________________________
__________________________

(17) Why do you select the search option in Question 16 as your first choice?

__________________________
__________________________

(18) Do you find it easy or difficult to use OPAC?

  Very easy
  Easy
  Moderately easy
  Difficult
  Very difficult

(19) If you have difficulties using OPAC, please rank them with 1 being the most obvious reason for the difficulty.

  Never used an OPAC facilities before
  Language difficulty
  Instructions in OPAC are not clear
  No guidance given before use
  Others (please specify)

__________________________

(20) If you find using OPAC easy, please rank them with 1 being the most obvious reason for ease of use.

  Used OPAC facilities before
Instructions in OPAC are clear

Guidance given before use

Others (please specify)

(21) How did you learn to use OPAC? If you have more than one choice, please number them in order of preference.

From library staff

By yourself

From printed instructions

From friends

Through formal library instruction programme

Others (please specify)

(22) Did you receive any formal training on use of OPAC from the University of Malaya Library?

Yes (Please go to Question 23)

No (Please go to Question 24)

(23) If Yes, how successful is the programme in training you on OPAC use?

Very successful

Successful

Moderately successful

Not successful
No opinion

(24) How successful are you in locating items through OPAC?

Very successful

Successful

Moderately successful

Not successful

No opinion

(25) Do you think that using OPAC have helped you in your studies at the University of Malaya?

Yes

No

(26) Do you know of other facilities available in OPAC?

Yes (Please go to Question 27)

No (Please go to Question 30)

(27) If Yes, please name the facilities.

   a) ________________________.
   b) ________________________.
   c) ________________________.
   d) ________________________.

(28) Have you used any of these facilities?

   Yes (Please go to Question 29)

   No (Please go to Question 30)

(29) If Yes please name the facilities you have used.

   a) ________________________.
   b) ________________________.
   c) ________________________.
(30) Do you have any comments or suggestions to make about OPAC?

________________________________________________________________.
________________________________________________________________.
________________________________________________________________.
________________________________________________________________.

(31) Why have you not used the OPAC facilities at the University of Malaya
Library?

________________________________________________________________.
________________________________________________________________.
________________________________________________________________.
________________________________________________________________.
________________________________________________________________.

Are you being willing to respond to a personal interview? If so please provide your
details as follows:

Name    :
Address:
e-mail   :

Thank you for your co-operation.

P. G. Ariyapala, (alaparanagama@ hotmail.com)
Faculty of Computer Science and Information Technology,
University of Malaya,
50603 Kuala Lumpur.