Users’ Expectations on Restructuring OPACs through Social Network Applications

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Web 2.0

- Communication media
  - Participation
  - Contribution and easy to use web contents
  - Users’ interaction with the systems

- User’s different expectations and needs
Library 2.0

- The integration of library services with social network applications (Web 2.0)

- Web 2.0 + Library services = Library 2.0

- New library environment
  - Increasing effectiveness of library services
  - User-centered approach
  - Creating next generation library web sites, databases, intranets, portals and OPACs.
Online Library Catalogs (OPACs)

- Having significant role in user retrieval of the information resources

- Many OPACs give only bibliographic search and display options to the users

- Next generation OPACs
  - meet the expectations of users,
  - find out the features of users
  - gather feedbacks
Next generation OPACs

• Providing
  ◦ Flexibility
  ◦ Unification
  ◦ Data enhancement
  ◦ Integration
  ◦ Step-by-step evolution
Next generation OPACs

- “configurable relevance ranking”,
- “subject tag maps or clouds”,
- “clustering or faceting for filtering and expanding search results”
- “suggestions for additional searching based on authority headings”
- “indexing of data from several resources, such as circulation data and other catalogs or databases”
- “spelling corrections and user reviewing or tagging”
Reconstruction of OPACs via social network applications

- **Approaches**
  - Using open source software tools/technologies
  - Convincing library systems vendors to integrate these applications into OPACs

- **Open source softwares**
  - Vufind, Blacklight, KOHA, SOPAC, OPALS, Evergreen and Scriblio (WPopac)

- **Vendors softwares**
  - Endeca, Primo, Encore, AquaBrowser, OCLC WorldCat Local, Prism, LibraryThing for Libraries, Polaris.
Research Questions

- How often do participants use OPACs for information seeking in electronic media?

- Which social network applications can be effectively used by participants in OPACs?

- According to user predictions, what are the effects of integration of social network applications with OPACs in terms of OPAC usage, information retrieval processes and decision making for determining related information resources processes?

- Do users have education requirements for next generation OPACs?
Findings

- **The ways of accessing scientific information by participants**
  - search engines such as Google, Yahoo! Search (N=115 / 64.2%)
  - WWW resources (N=70 / 39.1%)
  - online library catalogs (N=50 / 27.9%).

- **OPACs usage frequencies**
  - Most of the participants (45.2%) use OPACs sometimes or several times during the term,
  - 26.8% of the participants use OPACs on a regular basis - weekly or daily,
  - 19% of participants use OPACs one or two times during the term
  - 8.9% of participants never use OPACs.
Findings

• **Sufficiency level of OPACs in terms of information retrieval**

  ◦ Half of the participants (49.7%) thought that OPACs are insufficient tools for information retrieval,

  ◦ 30.7% of participants evaluated them as sufficient for information retrieval,

  ◦ 19.5% of them have expressed no idea about their sufficiency level.
Findings

- The usefulness of the availability of contents of information resources in OPACs
  - Table of contents
    - 53.1% very useful / 32.4% useful
  - Summary of information resources
    - 43% very useful / 38% useful
  - Abstract information
    - 40.8% very useful / 35.2% useful
  - Content information, full texts and previews of information resources
    - 40.2% useful / 38.1% very useful.
  - Cover images of information resources
    - 37.4% partially useful / 22.9% useless
Findings

- **Retrieval to Information Resources**
  - **Spelling algorithms (such as “Did you mean this?”)**
    - 37.4% very useful / 35.2% useful
  - **Links to other related materials**
    - 44.1% useful / 38% very useful
  - **Facet structures**
    - 42.5% useful / 30.7% very useful
  - **Translations and other editions of information resources**
    - 39.1 useful
  - **Relevance ranking**
    - 35.8 % useful
  - **Links to other related web pages**
    - 35.2% useful
Findings

- **User Interaction**

- **Personalization properties**
  - 41.9% useful

- **Comment applications**
  - 39.1% useful

- **RSS feeds and e-mail notifications**
  - 38.5% useful

- **Tagging and tag clouds**
  - 36.9% useful

- **Usage and circulation statistics of information resources**
  - 33.5% partially useful / 26.3% less useful

- **Other related and circulated materials**
  - 34.1% partially useful / 25.7% useful

- **Rating applications**
  - 34.1% partially useful / 21.8% useful
Findings

- **Effects of Social Network Applications for OPACs**
  - Accessing more information resources in a shorter time
    - 77.1%
  - Easy decision making for determining required information resources
    - 76.5%
  - Information resources more useful and efficient
    - 76%
  - Increasing usage rates and effectiveness of OPACs
    - 82.1%
  - Educational requirements
    - 70.9%.
Results

- The preference of OPACs is not high in the process of users’ access to scientific information electronically.

- OPACs are used for accessing information resources, but they are found insufficient by users with their existing structure.
Results

- “summary”
- “abstract”
- “table of contents”
- “preview/full text”
- “relevance ranking”
- “guiding users to the other related information resources and web sites”
- “giving links to other editions and translations”
- “spelling algorithms”
- “facet structures”
- “tagging / tag clouds”
- “comment applications”
- “individual virtual collections development”
- “RSS feeds and e-mail notifications”
Results

• reconstructing OPACs through social network applications enables users’ to;
  ◦ access information resources in a short time,
  ◦ make a decision in the process of determining the required information resources,
  ◦ use OPACs efficiently and effectively.

• Users feel the need of library education concerning social network applications included in next generation OPACs.
Conclusion

• Next generation OPACs including social network applications make it possible for users to
  ◦ give the opportunity to participate in discussions,
  ◦ share their comments and interact with other users.

• The integration of current OPACs into social network applications by libraries using commercial or open resource software and raising awareness by library education enables OPACs to be more functional and user-centered.

• More importantly, they encourage users to benefit frequently from OPACs for their information needs.
Thanks for your attention 😊

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Special thanks to

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