# An Investigation and Analysis of Online Public Access Catalogues (OPACS) Among the Academic Staff: A Case Study of South Eastern University of Sri Lanka

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**Abstract**

This study investigates the utilization, user satisfaction, and challenges associated with Online Public Access Catalogues (OPACs) among the academic staff of the South Eastern University of Sri Lanka (SEUSL). The research commenced with a review of relevant primary sources to establish a solid theoretical foundation. The study population comprised 230 academic staff members across six faculties and the university library. Using Krejcie and Morgan's (1970) sample size determination table, a representative random sample of 144 respondents was selected from the academic staff. Data were gathered through structured questionnaires, online surveys, and direct observations, and subsequently analyzed using SPSS Version 30. The findings reveal that the OPAC system at SEUSL remains underdeveloped and underutilized, with many users unaware of its full range of functionalities. Academic staff reported dissatisfaction, particularly during the early implementation stages, citing limited features and low user engagement as key concerns. The study underscores the need for ongoing staff training, technical enhancements, and the integration of native language search capabilities to improve the usability and accessibility of the system. The research offers valuable insights for policymakers and library administrators, advocating the development of more user-friendly and intuitive OPAC interfaces tailored to the search behaviors and needs of skilled academic users. The proposed recommendations aim to enhance information retrieval efficiency and ensure the long-term success of digital library services at SEUSL.

**Keywords:** SEUSL Library, Academic Staff of South Eastern University of Sri Lanka, Online Public Access Catalogue (OPAC), Searching Problems