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*An evaluation of vocabulary use in subject searching using the University of the Philippines Diliman's web OPAC for user satisfaction**

Having an efficient information retrieval system is one of the characteristics of a high-quality library or an information center. Effectiveness is measured through the ability of the system in satisfying the users of the relevance of the materials retrieved. In subject searching, problems and difficulties arise when users are not able to match their terminology with the ones that are in the system. Having a controlled vocabulary in the University of the Philippines--Diliman's Web Online Public Access Catalog (Web OPAC), an evaluation of its performance is the main purpose of this study. Matching categories between user vocabulary and Library of Congress Subject Headings (LCSH) are defined as exact match, partial match, and non-match. Out of 812 freshmen that were enrolled in Chemistry 16: General Chemistry I for the second semester of AY 2006-2007, a total of 231 students was asked to complete survey questionnaires. Results show the following: (1) Majority of the freshmen were 17 years old; (2) 118 (51) of the freshmen surveyed are males; (3) 115 (67) were from the College of Engineering; (4) 187 (81) freshmen have used the OPAC before; (5) 87.45 uses the OPAC for research purposes; (6) 182 (79) freshmen have already used the subject field of the OPAC; (7) 59 of the total respondents used too many search terms before getting a result from the Web OPAC; (8) 84 of the total respondents experienced unexpected search results; (9) from the total of 384 search terms used by the respondents in the entire study, 43 terms or 11.2 of the total terms were exact matches, 145 terms or 38 were partial matches and 185 terms or 48.18 were non-matches, 11 terms or 3

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percent did not produce a hit from the Web OPAC despite the fact that it matches exactly with an LCSH term; (10) 90 percent of the users think of other search term synonymous to their previous term when getting a zero hit from the OPAC; and (11) 60 of the total respondents rated "satisfactory" for overall satisfaction. Consequently, it is also concluded that no direct relationship between the number of hits and the degree of relevance of the search is established in the study. Familiarizing the freshmen with the use of the Web OPAC and subject searching during the library orientation, informing the students that their search terms must match the terms in the subject list and accessibility in the online catalog of the authorized list of subject terms are some of the recommendations.