

Information Seeking Behaviour of Library Users in Select PG Degree Colleges of Chhattisgarh State

A Project Report submitted to UGC, CRO, Bhopal.

Minor Research Project



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DECLARATION

I, (Mrs.) VIPAN CHOPRA, Librarian, Bhilai Mahila Mahavidyalaya, hereby declare that the project titled “Information Seeking Behaviour of Library Users in Select PG Degree Colleges of Chhattisgarh State” which was granted to me as “Minor Research Project” by UGC-CRO, Bhopal has been completed by me as Principal Investigator.

This project report which has been written on the basis of findings of the above study is my original work. I have completed this project with the help of my interaction with students and colleagues and my search of literature from books and online resources. I have received valuable guidance from my respected Principal and senior colleagues. This project report is going to be submitted to UGC, CRO, Bhopal.

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PREFACE

A study of Information Seeking Behaviour of library users of nine selected PG Degree colleges of Chhattisgarh was undertaken in order to assess the users' information needs, information seeking and information searching behaviour and their use of that information and the resultant satisfaction or dissatisfaction with their libraries' resources and services regarding the fulfillment of their information needs.

The study was conducted using Questionnaire method. Six hundred (600) Questionnaires were distributed among the students and teachers of nine colleges of which three hundred and eighty five (385) filled-in Questionnaires were received back. Generally, the library users were satisfied with their library resources and services and behaviour of the library staff though some expressed that their existing library infrastructure needs improvement.

The findings of the study indicated that though print media is still the preferred format for most of the users, yet they consult online resources also. Most of the respondents wanted to have better e-resources in their libraries and they felt the need of some sort of training in the use of these e-resources to explore them in a better way. Google was found to be the most popular search engine used by readers.

This project report consists of five sections. The first section provides the background and introduction, the second gives a review of related literature, the third deals with the methodology adopted, the fourth one explains data analysis and interpretation and the fifth section gives findings & conclusion.

ACKNOWLEDGEMENT

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I am grateful to all those who contributed to my study directly or indirectly.

(Mrs.) VIPAN CHOPRA

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CHAPTER 1

INTRODUCTION

Libraries have, since their very inception, been dealing with information- its acquisition, storage, processing and dissemination. In the earlier times, libraries laid much emphasis on storage and preservation of information and acted as mere storehouses of whatever information was being created. Role of libraries and librarians changed from custodians of information to providers of information with the advent of printing, when it became easy to publish large number of books as the labour and cost of printing books were reduced drastically.

Ours is an age of information deluge. Information is being generated at such a speed that it is just not possible to keep pace with it. Nevertheless, information has become the most important and vital resource essential for personal, official, social, national and global development. Information generation and transfer has become critical for the growth and development of any economy.

With the invention of internet, so much information has become accessible at the click of a button that it is very difficult to handle it. There is actually, an information overload. The real problem now is how to differentiate between reliable and relevant information on the one hand and irrelevant information and trash on the other hand. Here comes the role of the libraries and information systems to help the library users in sifting useful information by identifying reliable sources.

Since the libraries deal mainly with information, it would be pertinent to state here that library resources refer to the holdings of the library – books, journals, project reports, periodicals, charts, maps etc., in short whatever materials the library has acquired for use of its readers for their study and research. Present technological environment and developments have added digital resources- e-books, e-journals, e-reports, e-dissertations etc. to the libraries' holdings. These are referred as e-resources.

‘Library users’ may be termed the most important component of library and information system because the very existence of libraries is dependent on the users. No libraries are developed in isolation. A library is a service organization designed to provide information to its readers. Since the reader of a library is its client, it would be in place to know the needs of the user (reader) to serve him in a better and efficient way. The term ‘user’ in the library is the pivot around whom the whole library system revolves. The whole system is set up with the purpose of serving the user. In order to make the library services more effective and useful to the users, need has been felt to understand the requirement of the users. Top most significance is now given to ‘what’ information is required. This gave rise to user studies. Many research activities are being focused on the information needs of the users. Such studies may be termed ‘user studies’.

‘Library user studies’ (User studies) is a field which has evoked lots of research efforts and writing in the field of information science. Though the origin of user studies may be traced as back as 1948 in the Royal Society Scientific Information Conference when several surveys of users’ Information Seeking Behaviour were carried out, this field gained momentum with the publication of T.D. Wilson’s research paper “ On user studies and information Needs” published in Journal of Documentation in 1981. Wilson gave his model of information behaviour which was followed by his 1999 model. Other renowned models of Information Seeking Behaviour are Krikelas model, Johnson’s model, Leckie’s model, Girja Kumar’s model etc

Information Seeking Behaviour studies have become important in bridging the gap between the expectations of the users from the library and information system and the existing information services. Various factors are responsible for determining the Information Seeking Behaviour of an individual or a group. The purpose for

which the information is required and the environment in which it is going to be used are vital for understanding the Information Seeking Behaviour of the users. Also important are the users' skills in identifying the required information, various channels (whether formal or informal) of information, their preferred sources of information and the barriers in their pursuit of information

Many comparative studies in Information Seeking Behaviour of library users have been carried out at national and international level. User studies aim at having a better understanding of the users' needs in order to be able to design more efficient information systems.

Chhattisgarh state was formed in the year 2000. During the past one decade and a half, it has progressed economically, socially and in the field of education at a very rapid rate. Many existing colleges have been upgraded to PG level and new colleges have been set up with PG and research facilities. Libraries are an important part of these institutions. With enhancement in education level, the information demands of the library users have increased. A need has, therefore, been felt to study the users' Information Seeking Behaviour in the libraries of these institutes of higher education. With above background, this project "Information Seeking Behaviour of Library Users in Select PG Degree Colleges of Chhattisgarh State" was taken up.

Objectives

The present study was undertaken with following objectives:

- To have an idea of the information needs and expectations of the users from their library systems with special reference to Chhattisgarh.

- To study the various approaches that the library users of Chhattisgarh employ for satisfying their information needs.
- To observe the usefulness of the print vis-a-vis digital sources of information and know the preferred sources of the library users of Chhattisgarh.
- To understand the problems faced by information seekers of our colleges.
- To provide the users a conducive and positive library environment for their study and research.

CHAPTER 2

REVIEW OF LITERATURE

Information has become a key ingredient in the present times. It is the input of knowledge, the “product of the human brain in action”. ‘Information’ is a fact, the stimulus which one perceives through senses, according to Shera. Kent states that information is “the feedstock for knowledge”. According to Davis and Olson, “information is data that has been processed into a form that is meaningful to the recipient and is of real or perceived value in current or prospective actions or decisions”. Information is the intellectual process which acts as a building block of knowledge.

Information may be abstract or concrete. Information may be verbal, written or graphical representation of any event, process or conditions. Sources of information may be classified as documentary or non documentary sources. Information may be perceived as a message, activity or a process. The terms information and knowledge are sometimes used interchangeably. The subtle difference between the two may be understood by Foskett’s statement that “Knowledge is what I know whereas information is what we know”. Knowledge which is personalized becomes information when it is transferred to others. Many scholars have outlined the qualities and attributes of information. Some of the important attributes are – information should be timely, relevant and transferrable, it should be able to solve or satisfy a present/immediate or future/perceived need of the user.

Information has come to be recognized as the most important resource for the development and empowerment of an individual, group, nation and humankind.

Information may be perceived as meaningful data which may be useful/potentially useful for an individual or a group of individuals.

The term 'information needs' gained recognition with the spurt in library user studies. T. D. Wilson differentiated between wants and needs and stated that information is a secondary need rather than a basic need. Other scholars defined it as a perceived discrepancy between the individual's current level of understanding and the level he seeks to achieve. According to Lidwien, "Need for information consists of the process of perceiving a difference between an ideal state of knowledge and the actual state of knowledge."

In short, we can say that information seeking is a complex mechanism which involves a set of processes undertaken by the user to first identify his information need and then the series of actions taken to satisfy that need with the help of formal and informal information sources. Formal sources of information include library resources, internet, newspapers, periodicals and scholarly journals etc. whereas informal sources include interaction with teachers, communication media and social media etc.

'Library Users' may be defined as the customers of libraries and information services. They are the participants in the study and research programmes of an organization and are the end users of library and information systems and services.

Importance of the library user was recognized by S.R. Ranganathan, the father of Library Science in India, as early as 1931 when he propounded his five laws of library science which remain as valid till date as ever.

These are:-

- Books are for use
- Every reader his or her book.
- Every book, its reader.
- Save the time of the reader.
- Library is a growing organism.

In the present context of information explosion, following five basic principles of information use have been derived by Bhattacharya on the line of Ranganathan's five laws:-

- Information is for use.
- Every information user, his/her information.
- Every piece of information, its users.
- Save the time of the information user.
- The universe of information is ever growing.

Here we can see that library user has always been an important element in the library and information system.

Library user studies have gained much significance in this age of information explosion. The user has come to be recognized as the king of the information system. Much has been written about the efficacy of library systems, services and resources but it has now come to be accepted that the whole library system – be it infrastructure or services- is designed to be meaningful to the library user for serving his requirement.

Earlier user studies focused on the library systems and services, the use of documents, the strategies of information storage and retrieval, but now with the advent of Information and Communication Technology, the library user has attained utmost significance. The focus of user studies has shifted from system-oriented approach to person-oriented approach. There has been a shift from quantitative methods to qualitative methods in user studies.

Many library user studies have been conducted at national and international level. T.D.Wilson has been one the pioneers of the study of Information Seeking Behaviour of library users. Wilson in his research papers “On User Studies and Information Needs” (1981) and “ Human Information Behaviour” (2000) tried to define information, information needs and information behaviour. He coined the term Information Seeking Behaviour and propounded his models of information behavior (1981 and 1999 models). He distinguished between needs and wants and between perceived needs and expressed needs of the users. He propounded that Information Seeking Behaviour includes those actions which a person may engage in order to identify his information need and seeking information to fulfill that need.

According to Wilson, Information Seeking Behaviour encompasses both active and passive aspects of human Information Seeking Behaviour. He proposed different stages of information behaviour – identifying information needs, Information Seeking Behaviour, information searching behaviour and information use behaviour.

Since the user has gained utmost significance, the identification of information needs of the users, study of users’ Information Seeking Behaviour and the satisfaction of the users’ needs has become very important.

Information Seeking Behaviour may be understood as the ways and means of how people search for information and how they utilize the information thus sought to satisfy their information needs.

Information seeking is a term describing the ways individuals adopt to seek, evaluate, select and use information. Information Seeking Behaviour involves a set of actions taken by human being to identify and display their information needs and seek information to solve their problems or to fulfill their information needs. Wilson defined information seeking as the purposive seeking for information as consequence of a need to satisfy some goal. Johnson described information seeking as “acquisition of information from selected information carriers”.

Belkin treats information retrieval as an information seeking activity in his study “Interaction with texts: Information Seeking Behaviour.”

Bhatti (2009) studied information needs and Information Seeking Behaviour of faculty members of Islamia University, Bahawalpur, Pakistan and recommended that library staff should focus on assisting users in their pursuit of required information.

At the national level, various user studies have been conducted. Some of the studies referred to are given below :

Shokeen and Kaushik (2002) studied Information Seeking Behaviour of social scientists in Haryana universities and reported that they preferred indexing and abstracting periodicals and current journals for their searches.

Fatima and Ahmad (2008) in their study of Information Seeking Behaviour of Ajmal Khan Tibbiya College, Aligarh Muslim University concluded that the library resources and services need to be user-oriented in order to maximize their utilization.

Joshi and Nikose (2010) studied Information Seeking Behaviour of Engineering Colleges in Chandrapur District (Maharashtra). They stressed upon the need for training in the use of online resources and user education in addition to the provision of indexing and abstracting services and inter library loan services.

Pareek and Rana (2013) studied Information Seeking Behaviour of researchers in the Banasthali University. They emphasized the need for effective utilization of library resources and services. Among other measures like the need for training in the use of library resources, proper shelving of library materials and importance of library website etc., they suggested the need for marketing of library services.

Kumar and Tholkappian (2013) made a survey on Information Seeking Behaviour of women users in Tamil Nadu. They found that the choice of library collection is of vital importance for the successful operation of any library. They highlighted the problem of scattered information.

Kaur and Pyare Lal (2016), in their study of Information Seeking Behaviour of users of public libraries of Southern Punjab, hinted at provision of people-oriented services for satisfaction of users' needs.

Balaji and Ragavan(2016) studied Information Seeking Behaviour of faculty members and researchers of Bangalore university. They emphasized upon the need for library staff to be aware of the information needs of the users.

Kumar and Naveen (2016) studied Information Seeking Behaviour of users of Veterinary College, Proddatur and highlighted the change in the Information Seeking Behaviour of the teaching faculty. They put forth the need for providing adequate infrastructure in the library.

CHAPTER 3

Methodology of Research

A study of “Information Seeking Behaviour of Library Users of Select PG Degree Colleges of Chhattisgarh” was conducted in order to assess their information needs, information seeking and information searching patterns, their satisfaction or dissatisfaction with their libraries’ resources and services regarding the fulfillment of their information needs. Questionnaire survey method was adopted for the present study.

After the topic was selected, similar researches were studied from books and online sources. Coupled with the investigator’s practical experience of the interactions with library users (both teachers and students), a questionnaire with twenty five (25) questions was formulated. Both types of questions – closed and open-ended were incorporated. Almost 2/3rd of questions are multiple choice structured questions where alternate answers are listed. About 1/3rd questions are structured, dichotomous questions, where two possible answers (mostly yes or no) are given. Only one question (Q. 25) is open- ended question which gives freedom to the respondents to give reply in their own words as it gives a better insight into their mind.

While designing the questionnaire, following objectives were kept in mind –

- To have an idea of the information needs and expectations of the users from their library systems with special reference to Chhattisgarh.

- To study the various approaches that the library users of Chhattisgarh employ for satisfying their information needs.
- To observe the usefulness of the print vis-a-vis digital sources of information and know the preferred sources of the library users of Chhattisgarh.
- To understand the problems faced by information seekers.
- To provide the users a conducive and positive library environment for their study and research.

A five page questionnaire consisting of two sections was prepared for the survey. Sections A of the questionnaire consisted of seven question regarding personal information of the readers – their name, institution, gender, designation, qualifications, class etc.

Section B of the questionnaire, i.e. its main body consisted of twenty-five questions regarding their reading habits, their present library environment and their expectations from their library systems.

The Questionnaire is attached as Annexure I.

First, fifty (50) sets of questionnaires were prepared and distributed and the filled in questionnaires were subjected to validity check. After they were tested, five hundred and fifty sets of questionnaire were prepared. In all, six hundred (600) sets of questionnaires were distributed among the students and teachers (library users) of following nine PG Colleges –

- Bhilai Mahila Mahavidyalaya, Bhilai.
- Kalyan PG College, Bhilai.
- Govt. V.Y.T Autonomous College, Durg
- Govt. WWP Girls' PG College, Durg.
- Govt. Sanskrit College, Raipur.
- Govt. NPG College of Science, Raipur.
- Govt. Danveer Tularam College, Uta.
- Govt. Digvijay Autonomous PG College, Rajnandgaon
- E.R. Rao PG Science College, Bilaspur.

Total three hundred and eighty five (385) filled in questionnaires were received back. The response rate came out to be 64.17 %. Data obtained in these questionnaires was compiled and tabulated. Simple percentage method has been followed in order to analyze, explain and interpret the data collected from library users. Users' response at a glance has been attached as Annexure II. Data analysis and interpretation has been dealt with in the next chapter.

Chapter 4

Data Analysis and Interpretation

Three hundred and eighty five (385) filled- in questionnaires which were received back were studied and data contained in these was analyzed. The received data has been compiled and shown in the following pages in the form of tables. Each table is followed by graphic presentation to understand the responses at a glance.

Table 1. Frequency of Visits to the Library

S.No.	Frequency	Responses	Percentage(%)
a)	Daily	70	18.18%
b)	2-3 Times a week	134	34.80%
c)	Once a week	112	29.09%
d)	Once a month	26	6.75%
e)	Rarely	43	11.7%
	Total	385	100%

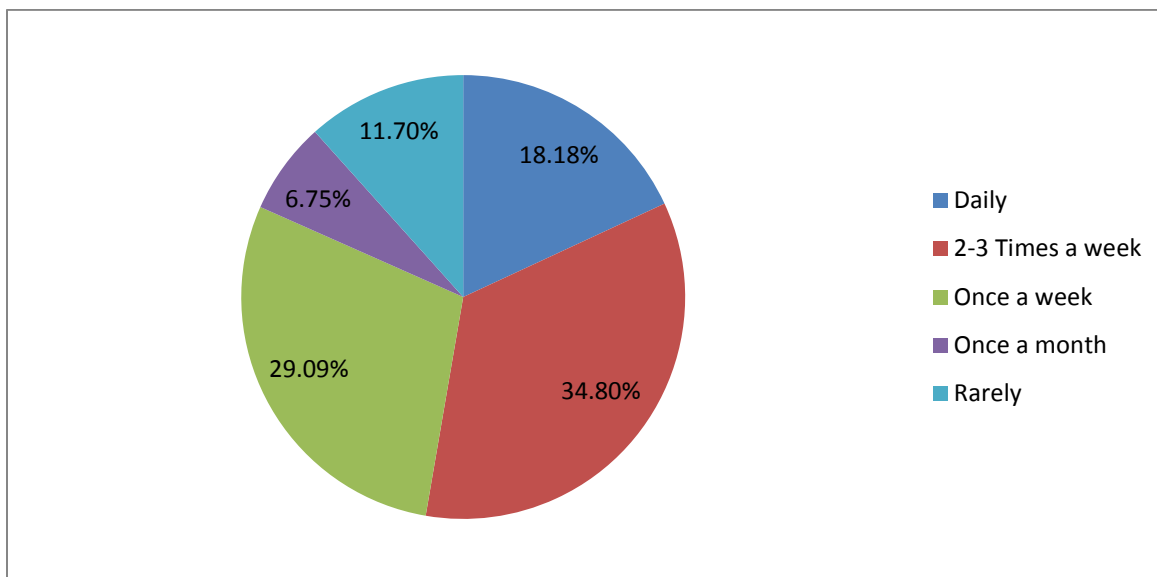


Figure 1 : Frequency of visits to the library

As shown above, the majority of users, i. e., 34.80% visit the library 2-3 times a week followed by 29.09% who visit once a week, 18.18% visit the library daily, 6.75% once a month and 11.70% visit rarely.

Table 2. Time Spent in the Library Per Week

S.No.	Time Spent	Responses	Percentage(%)
a)	0-2 Hours	317	82.34%
b)	2-5 Hours	44	11.43%
c)	5-10 Hours	12	3.12%
d)	More than 10 Hours	12	3.12%
	Total	385	100%

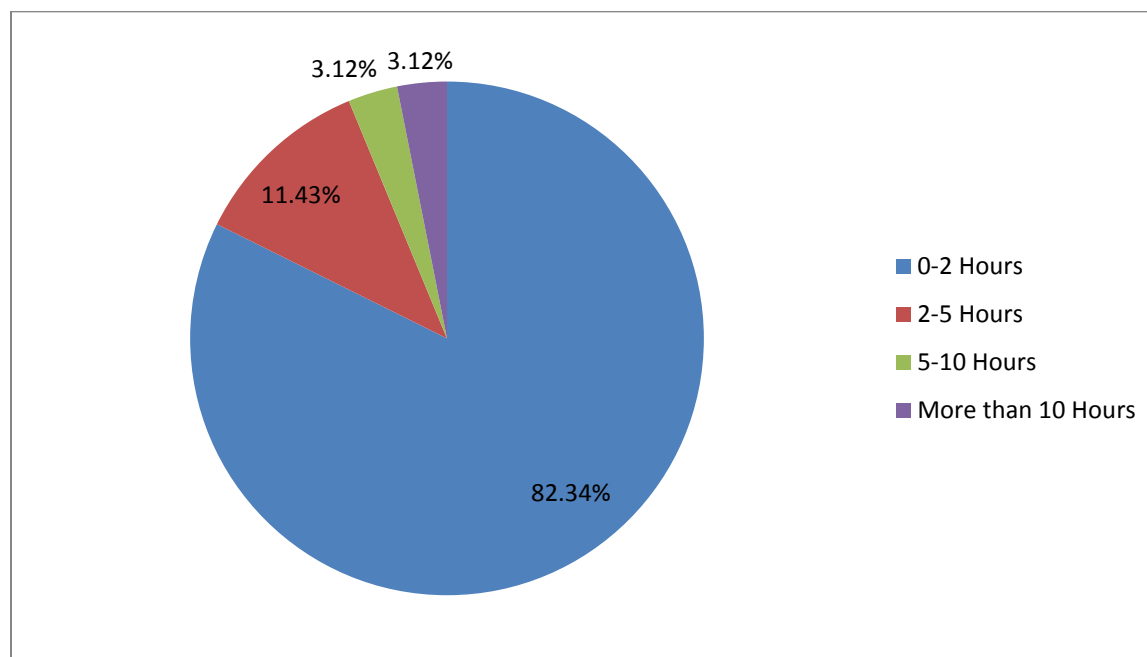


Figure 2 : Time spent in the library per week

It is observed from table 2, that a majority of the users, i.e., 82.34% spend between 0-2 hours in the library per week, followed by 11.43% who spend 2 – 5 hours. Only 3.12% respondents spend between 5 – 10 hours and there are another 3.12% users who spend more than 10 hours per week in the library.

Table 3. Purpose of Seeking Information

S.No.	Purpose	Responses	Percentage(%)
a)	Leisure Reading	55	14.28%
b)	Preparation for Exams	234	60.78%
c)	Preparation for Competitions	70	18.11%
d)	Preparation for Career	75	19.48%
e)	Preparation for Assignments	78	20.26%
f)	General awareness / keeping uptodate	80	20.78%

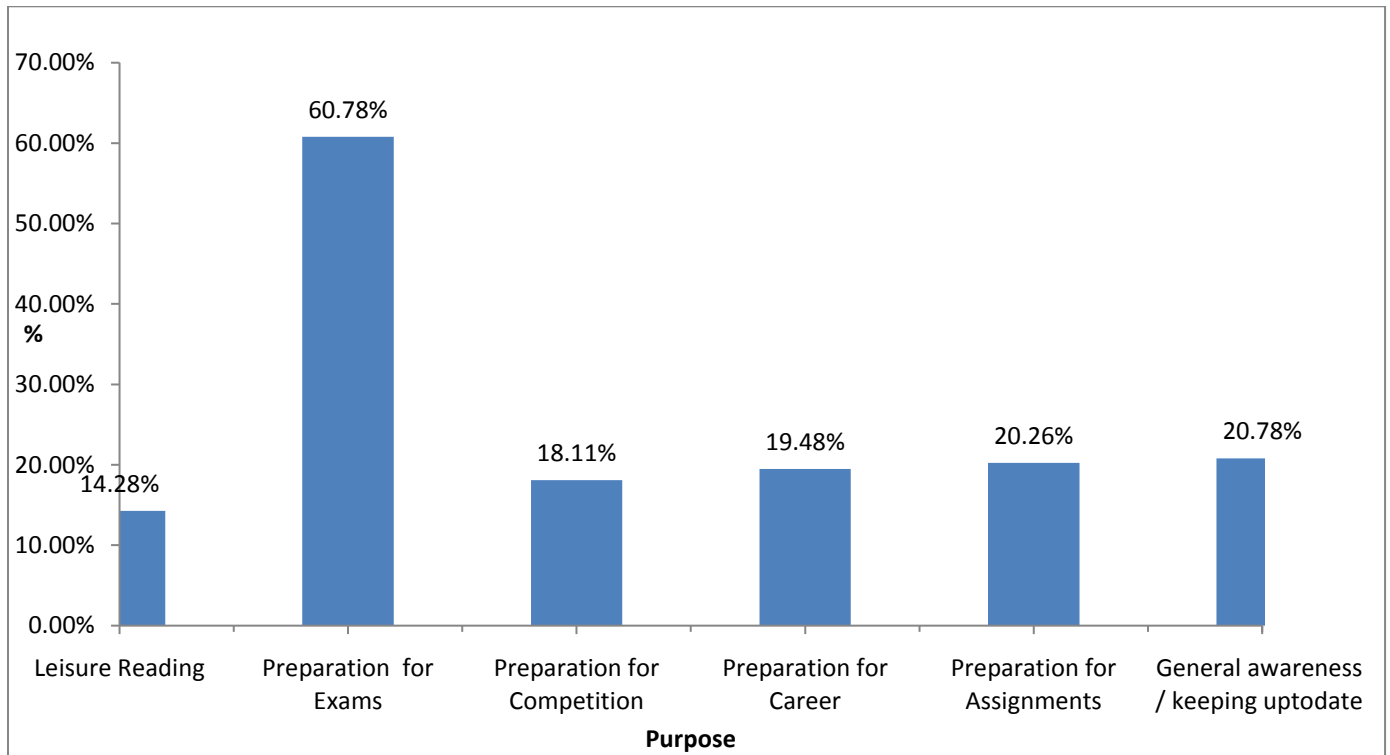


Figure 3 : Purpose of seeking information

It is observed that most of the respondents (60.78%) seek information for preparing for examinations. Around 20 % do it for preparation of assignments, another 20% for preparation for career, 21% for keeping their general awareness uptodate and 18% for appearing in competitive examinations. Only 14% seek information for leisure reading.

Table 4. Is your Library Centrally / Conveniently Located

S.No.		Respondents	Percentage(%)
a)	Yes	318	82.60%
b)	No	61	15.84%
c)	No Response	6	1.56%
	Total	385	100%

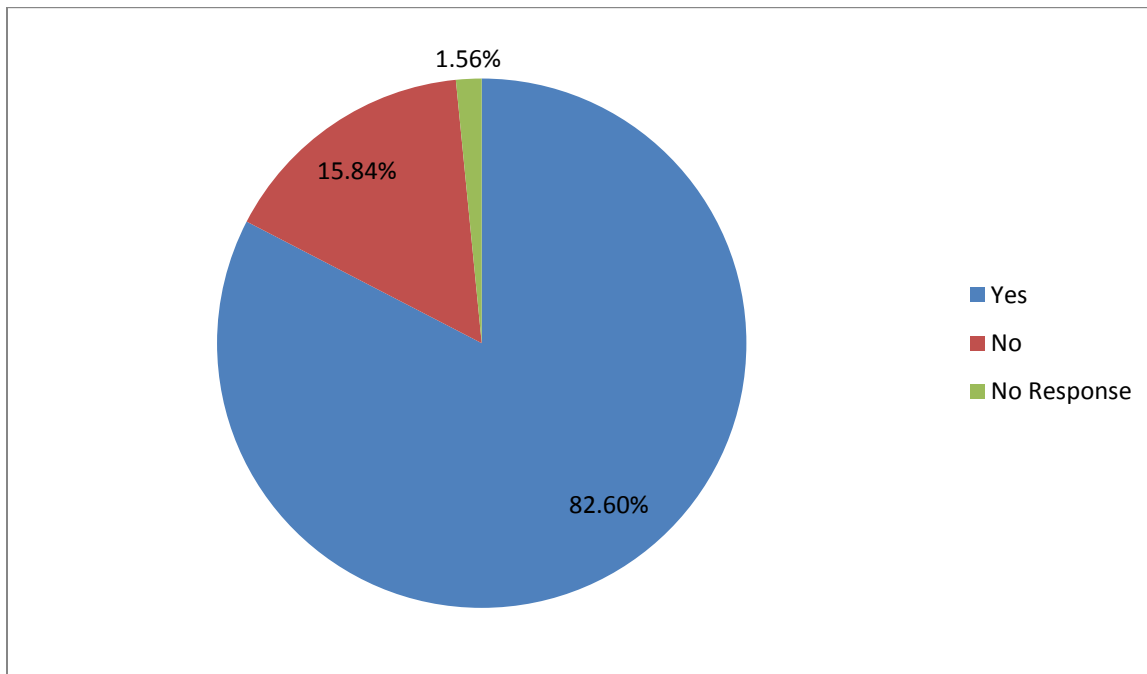


Figure 4 : Location of the library

Majority (82.60%) of the respondents feel their library is conveniently located, only 16% feel it is not, 1.56% did not respond.

Table 5. Does Your College have Departmental Libraries

S.No.		Responses	Percentage(%)
a)	Yes	335	87.01%
b)	No	49	12.73%
c)	No Response	1	0.16%
	Total	385	100%

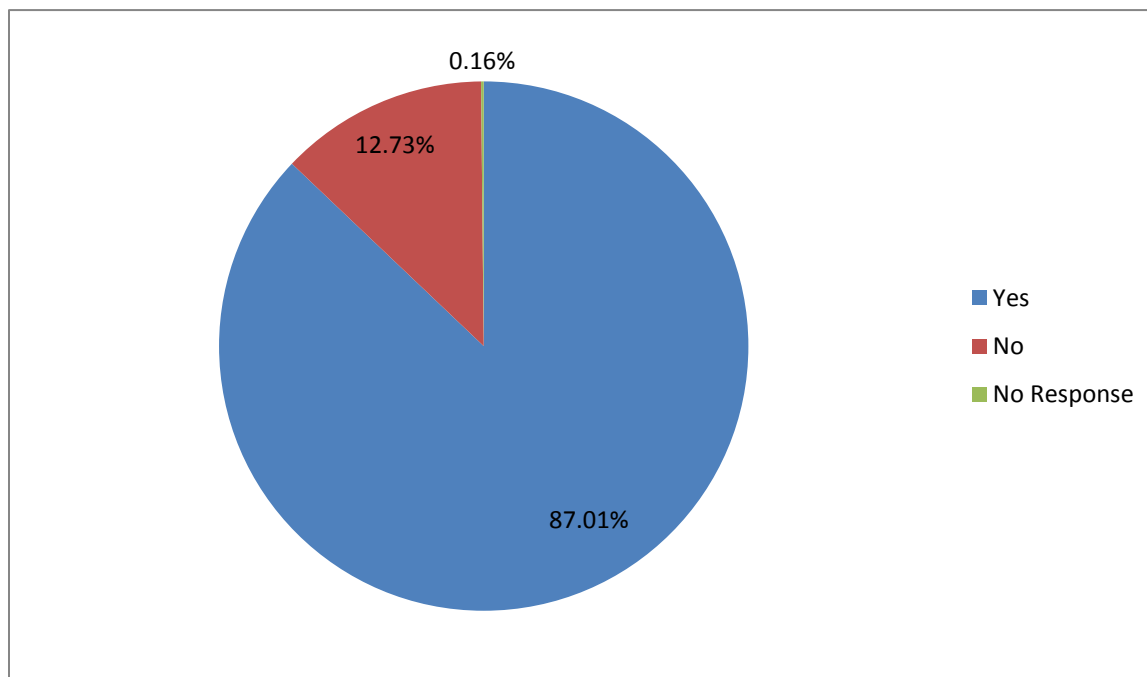


Figure 5 : Departmental libraries of the respondents

Majority 87.01% of the respondents replied that they have departmental libraries. Only 13% said their college did not have departmental libraries.

Table 6. Is your Library Equipped with CC Camera or any other Electronic Surveillance Technology

S.No.		Responses	Percentage(%)
a)	Yes	194	50.39%
b)	No	189	49.09%
c)	No Response	2	0.52%
	Total	385	100%

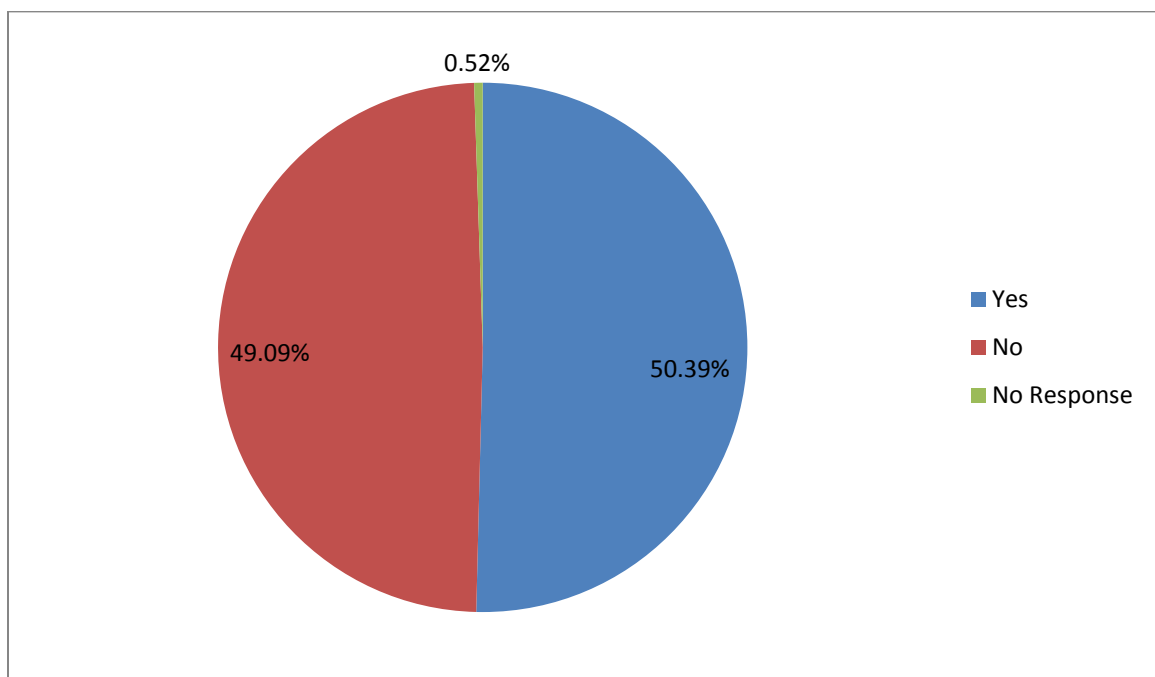


Figure 6 : CC Camera/ Electronic Surveillance

It is observed that almost half of the respondents (50.39%) have replied that Their libraries have electronic Surveillance, 49.09% said their libraries do not have it, 0.52% did not respond.

Table 7. Is Your Library Equipped with Internet Facility

S.No.		Responses	Percentage(%)
a)	Yes	272	70.65%
b)	No	111	28.83%
c)	No Response	2	0.52%
	Total	385	100%

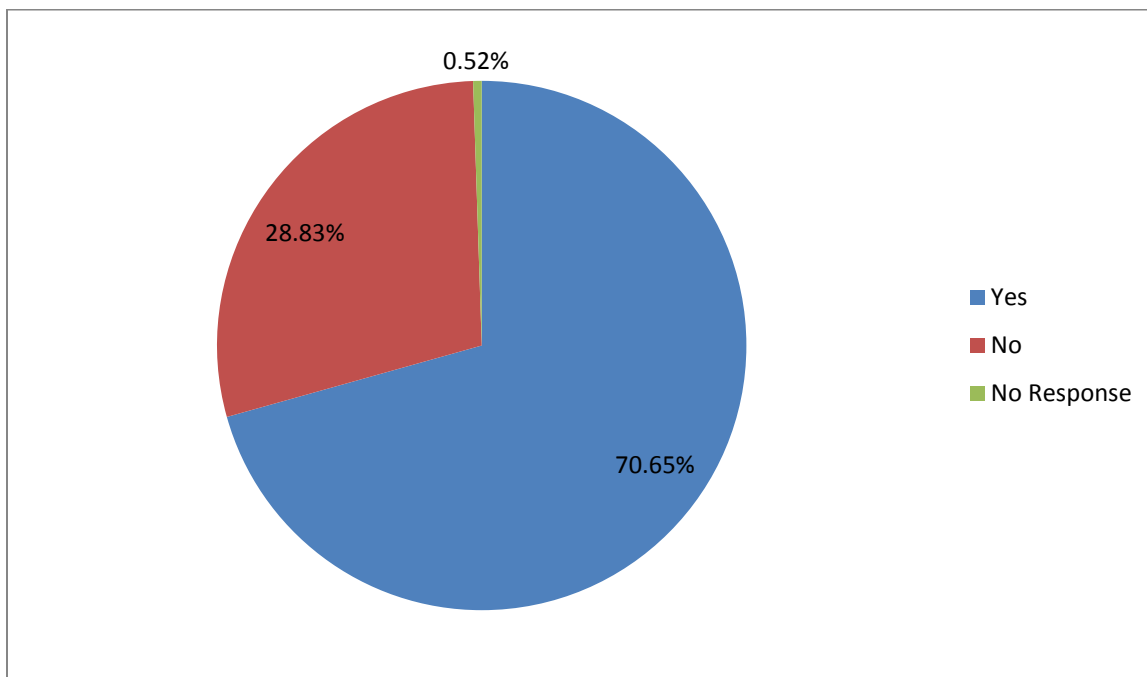


Figure 7 : Internet facility

It is observed that more than 2/3rd respondents (70.65%) replied that their libraries have internet facility, 28.83% said their libraries have no internet facility, 0.52% did not respond.

Table 8. Is your Library Automated

S.No.		Responses	Percentage(%)
a)	Yes	127	32.99%
b)	No	246	63.90%
c)	No Response	12	3.12%
	Total	385	100%

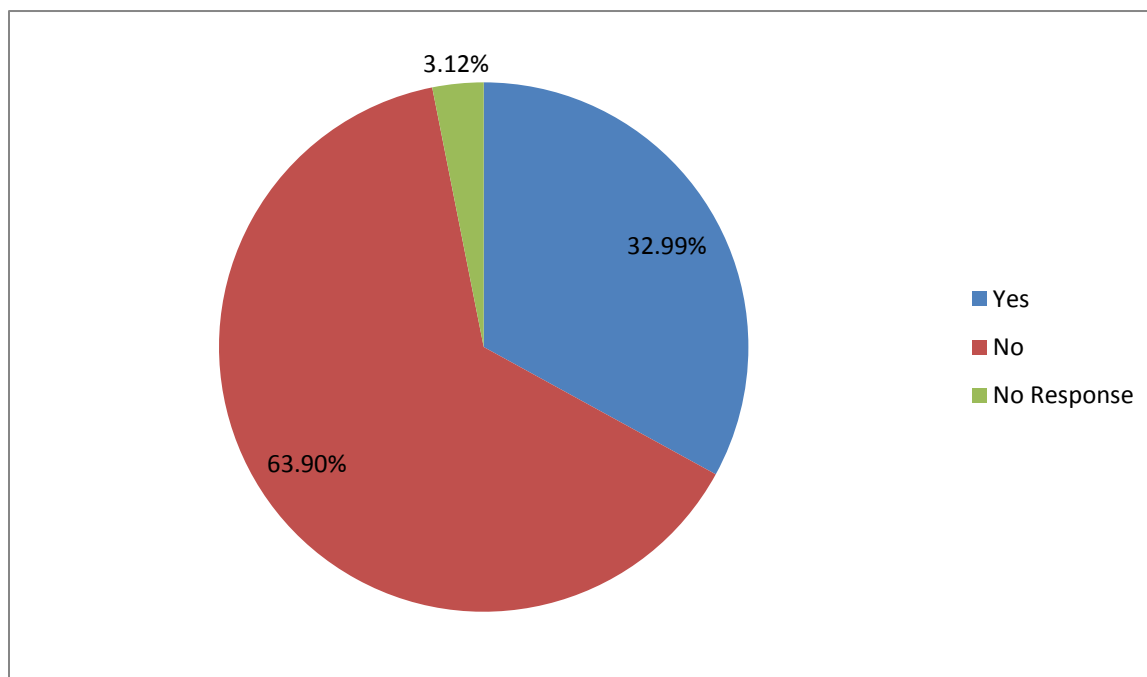


Figure 8 : Library Automation

Table 8 indicates that libraries of only 33% of the sample users are automated whereas those of 64% are not.

Table 9. Preferred Format of Sources of Information

S.No.	Sources of Information	Responses	Percentage(%)
a)	Print	148	38.44%
b)	Online	50	12.99%
c)	Both	204	52.99%

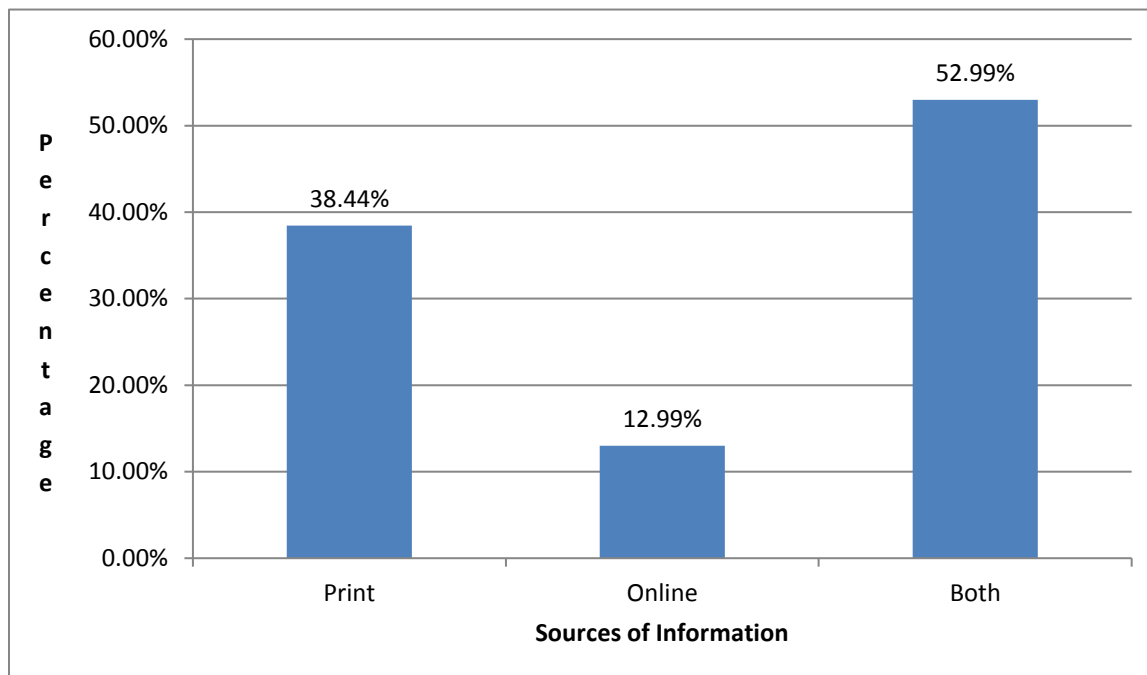


Figure 9 : Preferred format of sources of information

It is observed that for sources of information, 38.44% respondents prefer print media, 13% prefer online media and majority (53%) use both print and online sources.

Table10. Where do you Get Reading Materials From

S.No.	Sources of Reading Materials	Responses	Percentage(%)
a)	Classmates	101	26.23%
b)	Seniors	97	25.19%
c)	Teachers	200	51.95%
d)	Library	240	62.34%

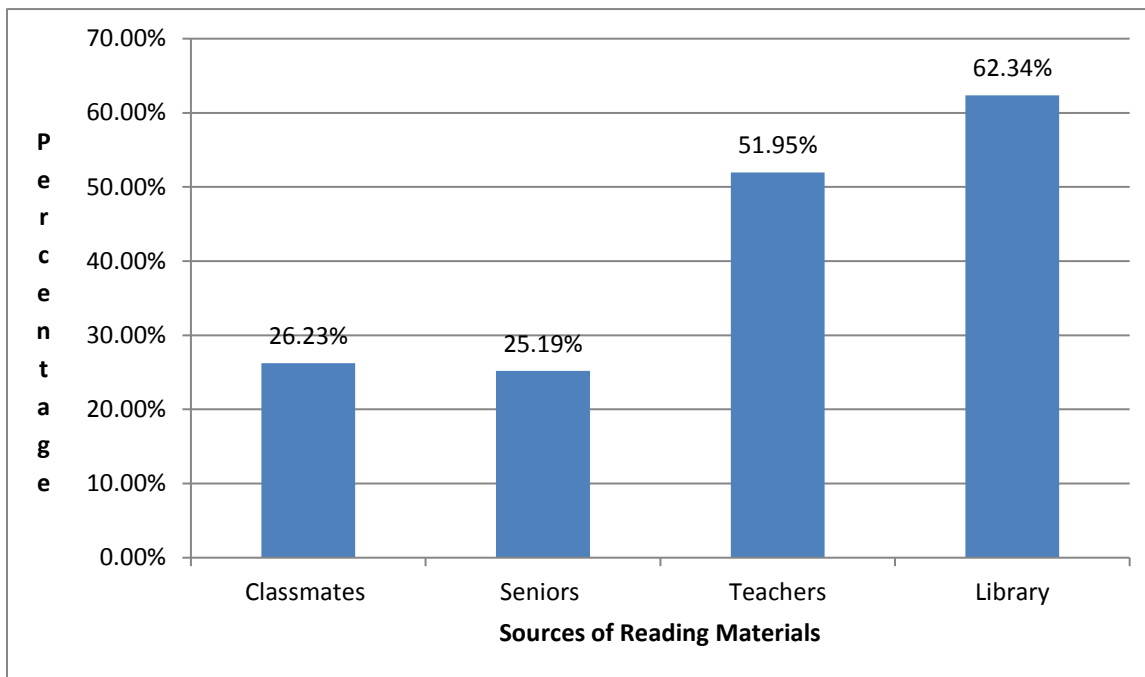


Figure 10 : Sources of reading materials

Table 10 indicates that a majority of the users, (62%) rely on libraries for getting reading materials, 52% get from teachers, 26% from class mates and 25% from seniors. Libraries play an important role in providing reading materials to the users.

Table 11. Information Sources Consulted

S.No.	Information Sources Consulted	Responses	Percentage(%)
a)	Text Books	257	66.75%
b)	Reference Sources	171	44.41%
c)	Journals	80	20.78%
d)	News Papers	104	27.01%
e)	Online Resources	144	37.40%

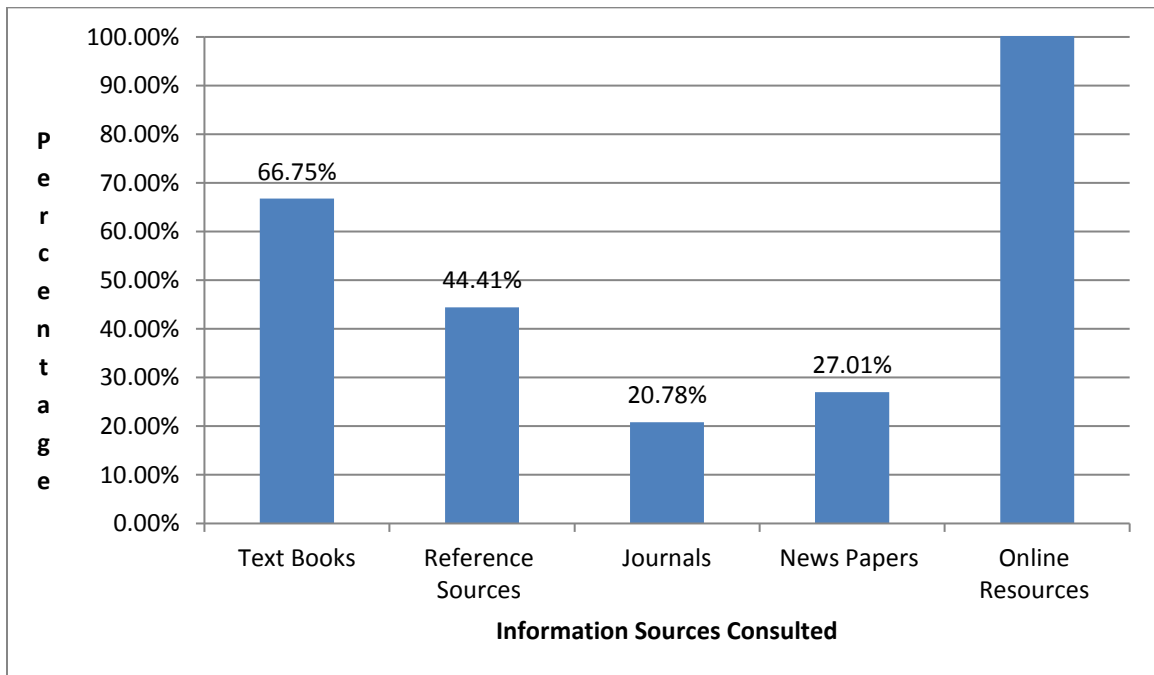


Figure 11 : Information sources consulted

It is observed that 67% readers consult text books for gathering required information. Reference books come next with 44.41% users consulting them. Then come online resources which are consulted by 37.40% respondents. News papers (27.01%) and Journals (20.78%) are the next in use as sources of information. Above table indicates that textbooks are still the most popular information source consulted by the users.

Table 12. Sources Consulted for Current Information

S.No.	Sources for Current Information	Responses	Percentage(%)
a)	Journals	124	32.21%
b)	Reference Materials	143	37.14%
c)	Online Resources	224	58.18%

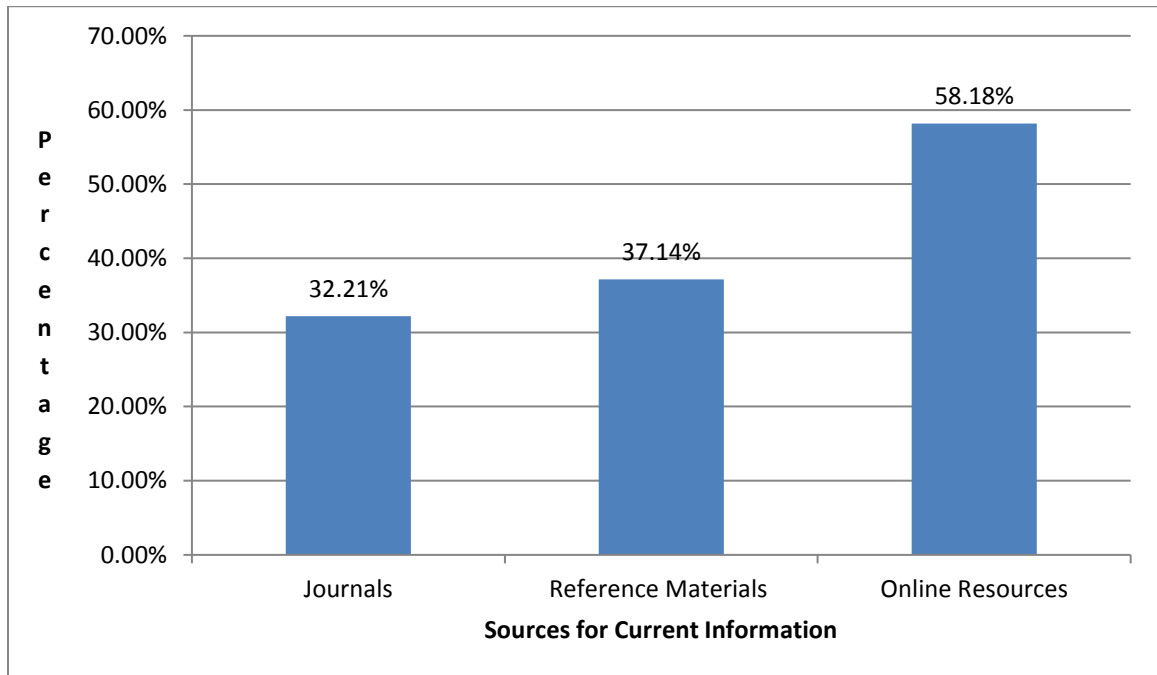


Figure 12 : Sources for Current Information

It is observed that more than half (58.18%) of the respondents consult online sources for current information. Reference materials (37.14%) and Journals (32.21%) come next in the use. It is seen that online sources are the most used sources for current / latest information.

Table 13. **Where do you Refer to Online Sources**

S.No.	Refer to online Sources	Responses	Percentage(%)
a)	At Home	230	59.74%
b)	In the Library	108	18.05%
c)	In the Cyber Café	110	28.57%

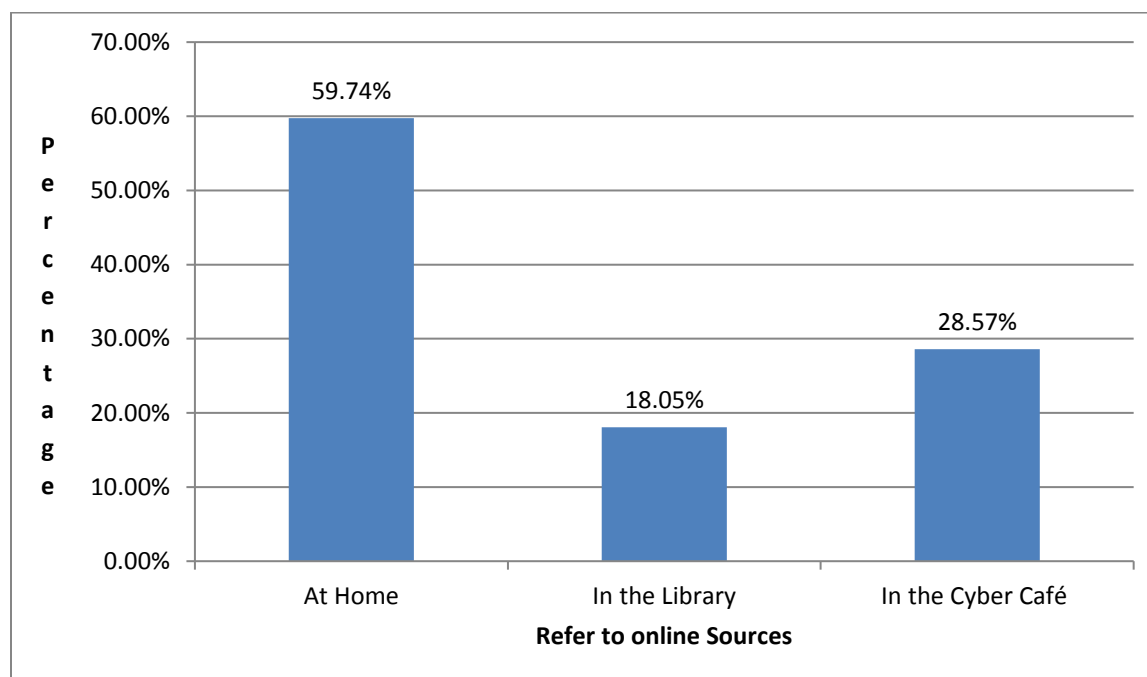


Figure 13 : Place of online sources

It is indicated in Table 13 that most of the respondents (60%) consult online sources at their homes, 29% in the cyber cafés and 18% in their libraries.

Table14. Search Engines Used for Online Information Resources

S.No.	Search Engines Used	Responses	Percentage(%)
a)	Google	376	97.66%
b)	Yahoo	32	8.31%
c)	MSN	6	1.56%
d)	Alta Vista	3	0.78%

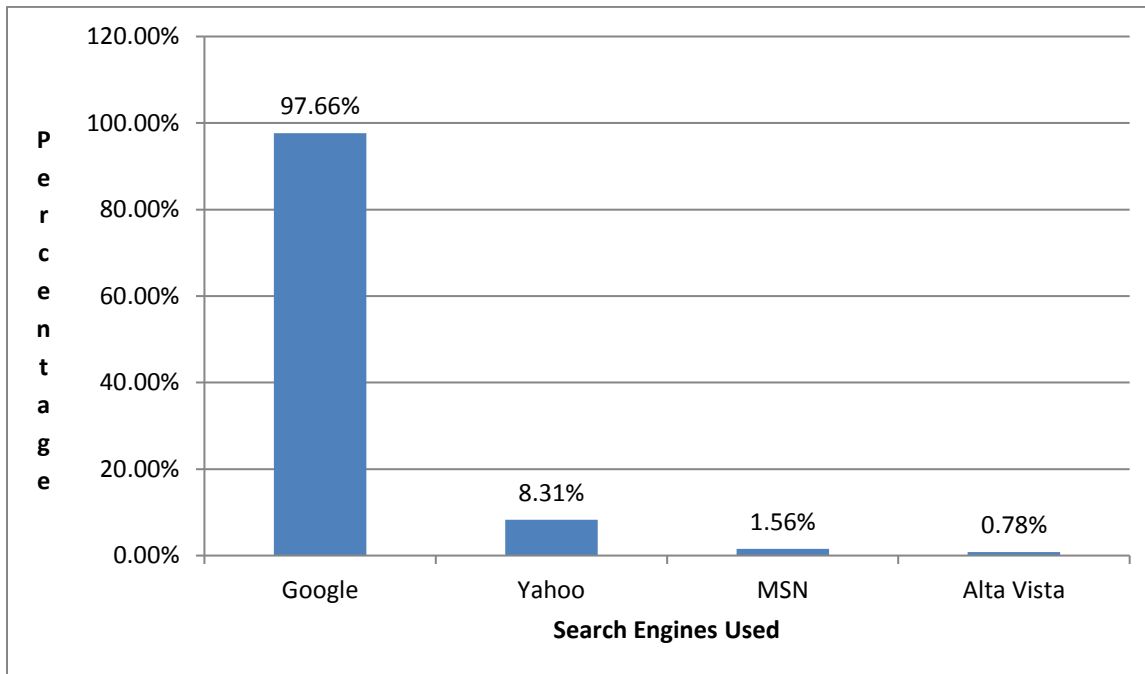


Figure 14 : Search Engines used

Table 14 indicates that Google is the most used Search Engine for accessing online information (98% respondents use it), followed by Yahoo which is used by 8% of the respondents. Use of MSN and Alta Vista is negligible.

Table 15. Has your Library Sufficient Infrastructure Facilities

S.No.	Facilities	Responses	Percentage(%)
a)	Reading Room	260	67.53%
b)	Reference Section	158	41.04%
c)	Seating	177	45.97%
d)	Air conditioning	29	7.53%
e)	Photocopy	87	22.60%
f)	Peaceful Environment	227	58.96%
g)	No Response	6	1.56%

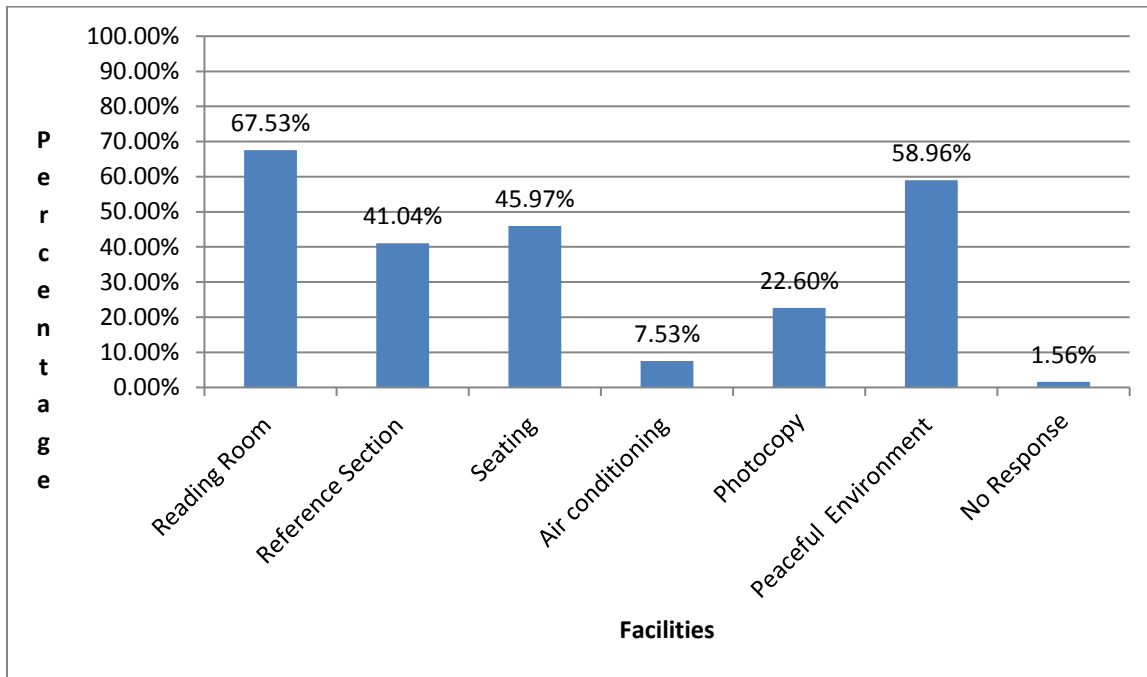


Figure 15 : Adequacy of library Infrastructure

Table 15 shows that about 68% respondents have reading room facility, 41% have reference section, 46% have seating facility, 59% have peaceful environment in their libraries. Photocopy facility is available in 23% respondents' libraries. Only 8% respondents have air conditioning facility in their libraries.

Table 16. Adequacy of Library Resources

Type of Resources	Good	Average	Poor	No Response
Text Books	265	100	10	10
	68.83%	25.97%	2.60%	2.60%
Reference Books	207	153	21	4
	53.77%	39.74%	5.45%	1.04%
Journals	157	160	52	16
	40.78%	41.56%	13.51%	4.16%

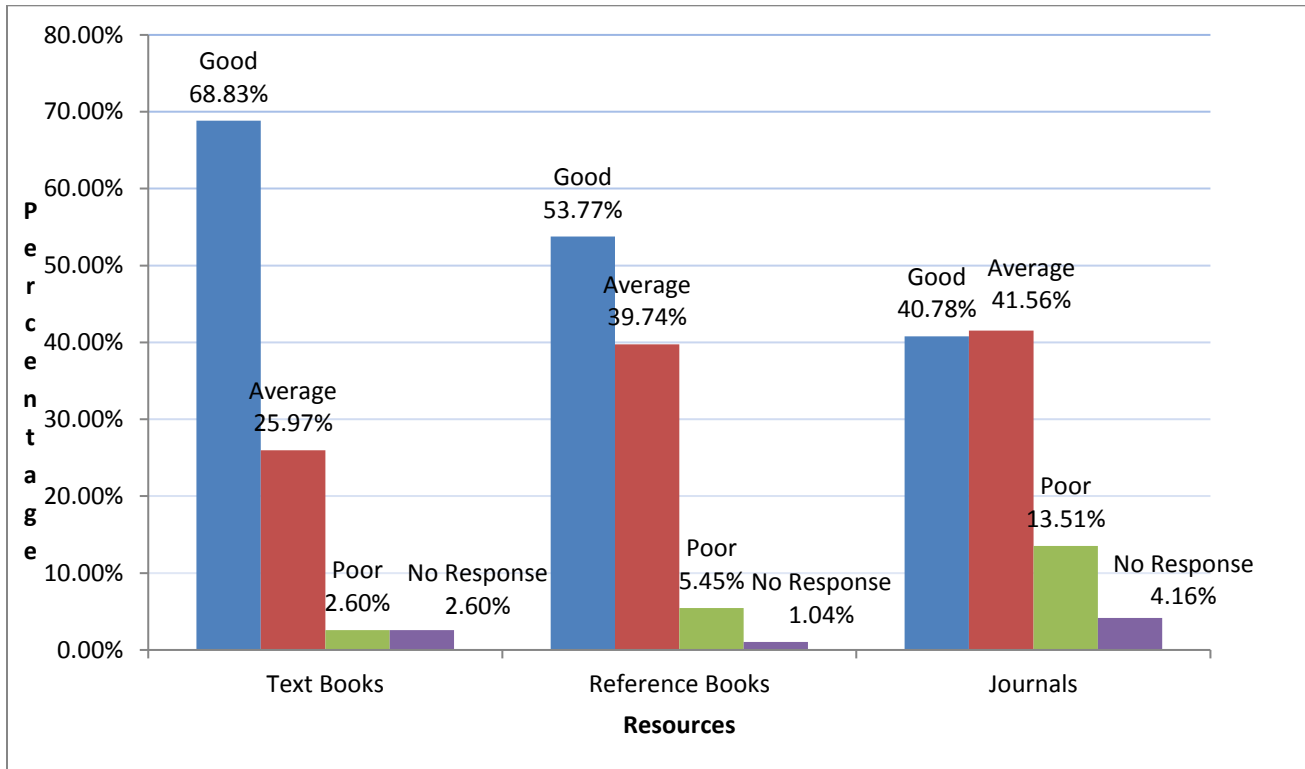


Figure 16 : Adequacy of library resources

It is observed that majority of respondents feel the adequacy of Text Books (68.83%) and Reference Books (53.77%) is good. For Journals 40.78% feel adequacy is good whereas 41.56% feel it is average, 13.5 % rated it as poor.

Table 17. Does your Library have Adequate Staff

S.No.		Responses	Percentage(%)
a)	Yes	320	83.12%
b)	No	60	15.58%
c)	No Response	5	1.31%
	Total	385	100%

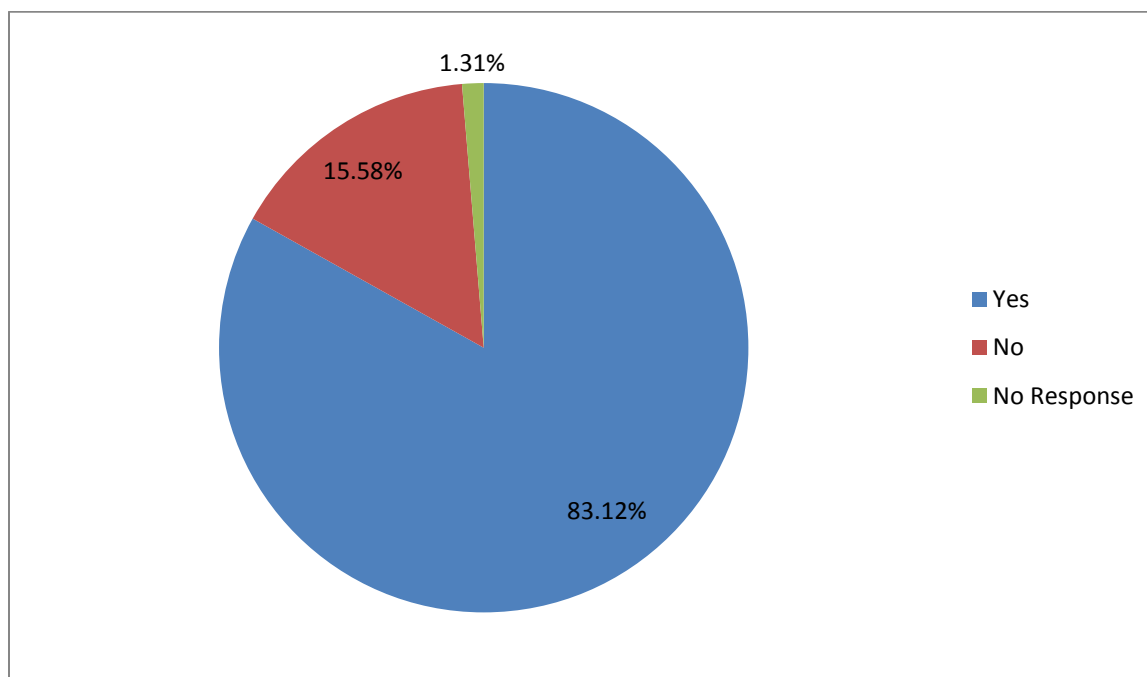


Figure 17 : Adequacy of library staff

It is seen that majority of the users 83% feel their libraries have adequate staff, 16% feel their libraries do not have adequate staff.

Table 18. Satisfaction with Present Library Services

Type of Services	Good	Average	Poor	No Response
Cataloguing	192	157	18	18
	49.87%	40.78%	4.67%	4.67%
Finding Documents	191	163	17	14
	49.61%	42.34%	4.41%	3.64%
Circulation	211	153	10	11
	54.81%	39.74%	2.60%	2.86%
Preparation of Bibliographies	125	174	59	27
	32.47%	45.19%	15.32%	7.01%
Inter Library Loan	97	136	121	31
	25.19%	35.32%	31.43%	8.05%

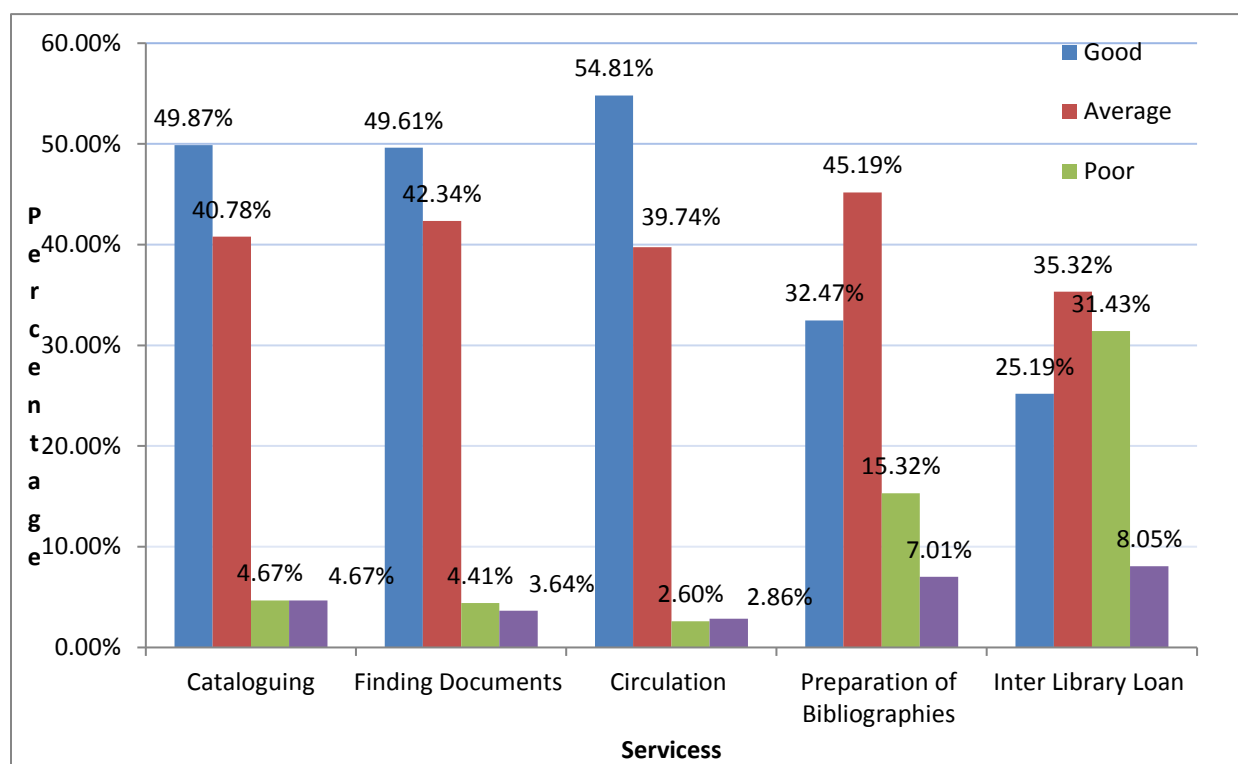


Figure 18 : Satisfaction with present library services

As shown in table 18, 55% of the respondents were satisfied with circulation services of their libraries whereas 40% found these to be average. About 50% found cataloguing and document finding services were good, 41-42% found these to be average. However, preparation of bibliographies was rated to be good by 32% and 45% found it average. Inter-library loan services were rated average by 35%, poor by 31% and good only by 25%.

Table 19. Knowledge about Open Access Online Resources

S.No.		Responses	Percentage(%)
a)	Yes	265	68.83%
b)	No	117	30.39%
c)	No Response	3	0.78%
	Total	385	100%

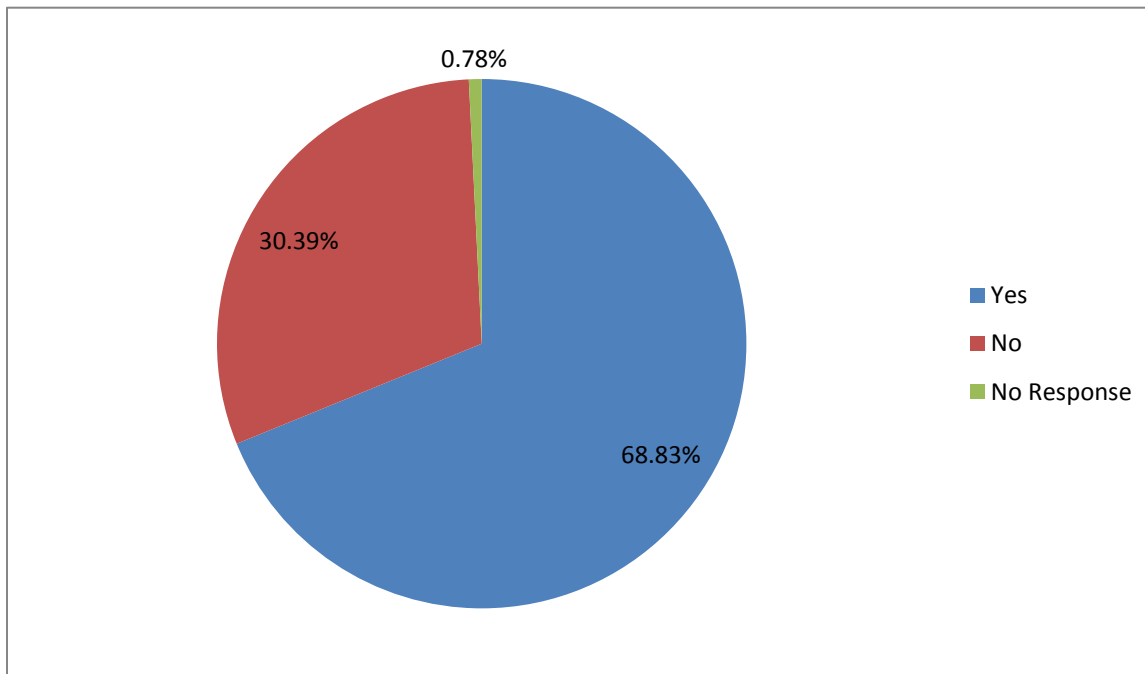


Figure 19 : Knowledge about open access online resources

It is indicated that 69% respondents have knowledge about the open access online resources whereas about 31% do not have this knowledge.

Table 20. Does Your Library Subscribe to N-LIST Program

S.No.		Responses	Percentage(%)
a)	Yes	169	43.90%
b)	No	208	54.02%
c)	No Response	8	2.08%
	Total	385	100%

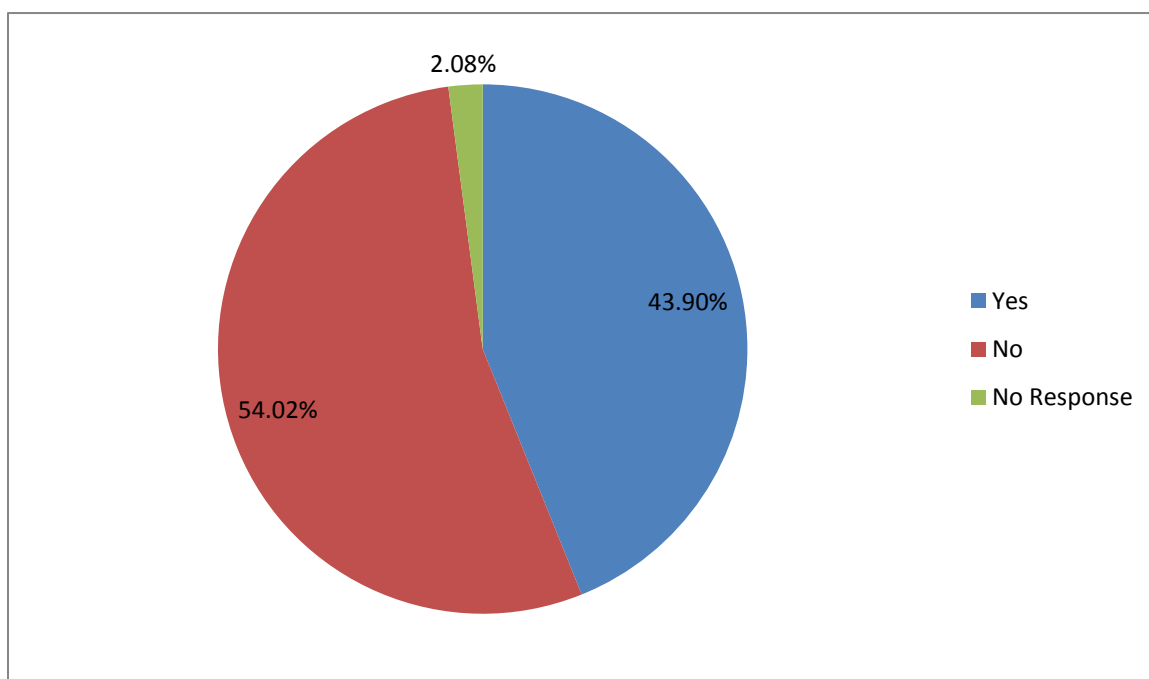


Figure 20 : Subscription to N-List Program

It is observed that 44% of the users replied that their libraries subscribe to N-List programme whereas 54% of the respondents did not have access to N-List programme.

Table 21. Behaviour of Library Staff

S.No.		Responses	Percentage(%)
a)	Co-operative	364	94.54%
b)	Not Co-operative	21	5.45%
	Total	385	100%

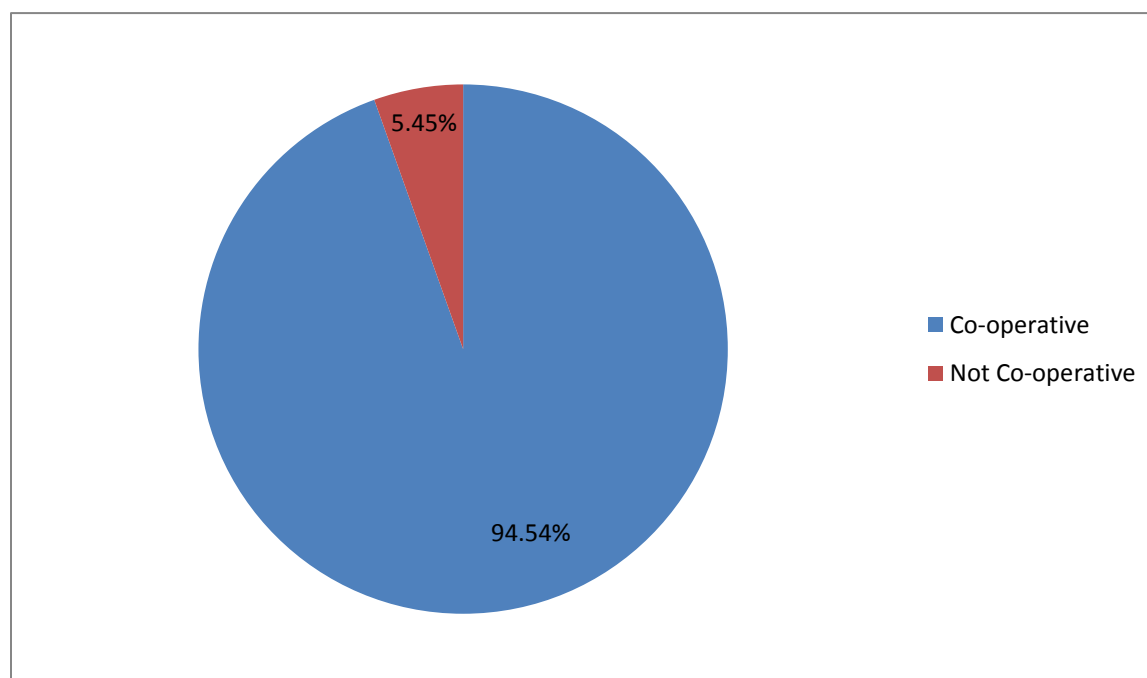


Figure 21 : Behaviour of library staff

It is indicated that a vast majority (95%) of the respondents found that the behaviour of their library staff is cooperative whereas only 5% were of the opinion that the library staff is not cooperative.

Table 22. Problems Encountered in Getting Relevant Information

S.No.	Problem Encountered	Responses	Percentage(%)
a)	Lack of Time	171	44.41%
b)	Scattered Information	109	28.31%
c)	Outdated Information	82	21.29%
d)	Information Overload	71	18.44%
e)	Material is Not Available	82	21.29%
f)	Uncooperative Library Staff	18	4.67%
g)	No Response	1	0.26%

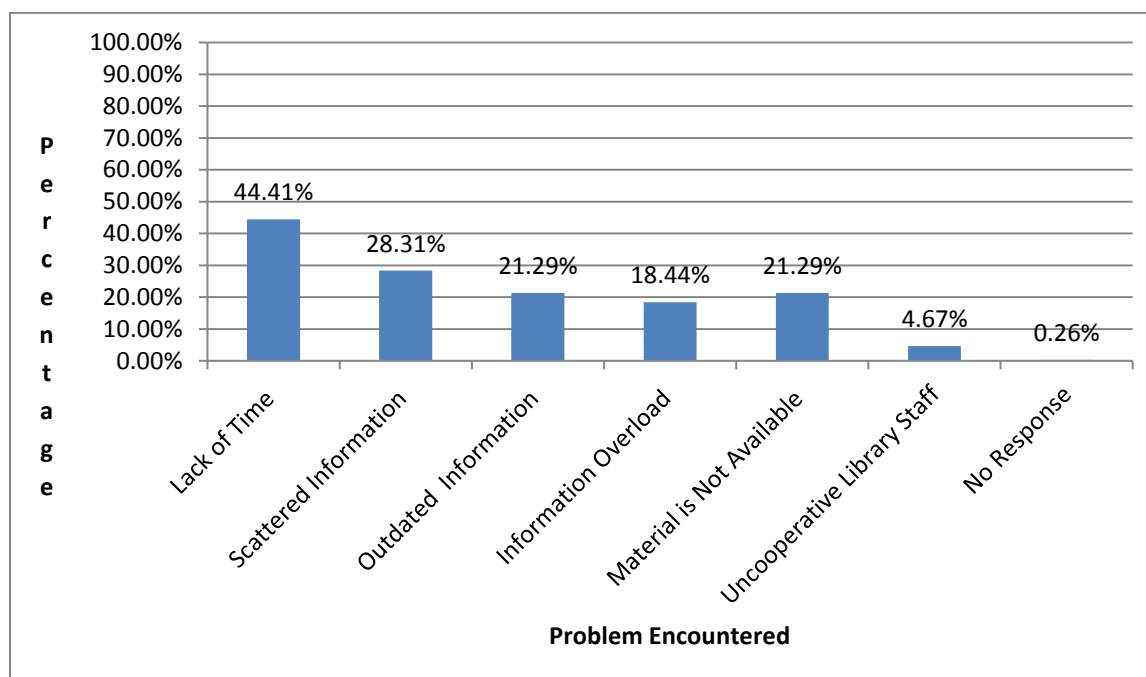


Figure 22 : Problems encountered in getting relevant information

It is observed that Lack of Time (44%) has been felt as the main reason for not getting relevant information by respondents. It is followed by other reasons like scattered information (28%), outdated information (21%), non availability of relevant material (21%), information overload (18%). A few respondents 5% feel uncooperative library staff is a hindrance in getting relevant information.

Table 23. How do you Rate your Library Resources

S.No.		Responses	Percentage(%)
a)	20%	5	1.30%
b)	40%	13	3.38%
c)	60%	158	41.04%
d)	80%	197	51.17%
e)	100%	10	2.60%
f)	No Response	2	0.51%
	Total	385	100%

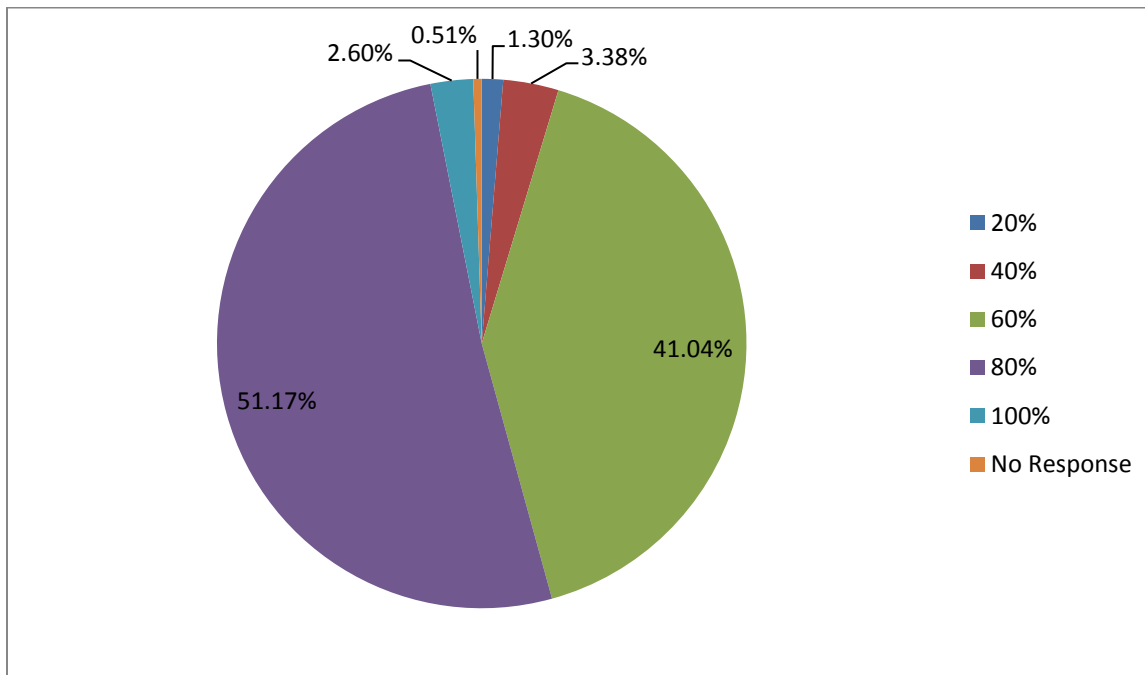


Figure 23 : Rating of Library Resources

As indicated above in Table 23, more than half (51%) of respondents rated their library resources at 80%, 41% rated these at 60%, only a few (5%) rated these at 20% to 40% where 2.6% rated these at 100% points.

Table 24. How do you Rate your Library Services

S.No.		Responses	Percentage(%)
a)	20%	8	2.08%
b)	40%	25	6.49%
c)	60%	145	37.66%
d)	80%	169	43.90%
e)	100%	36	9.35%
f)	No Response	2	0.52%
	Total	385	100%

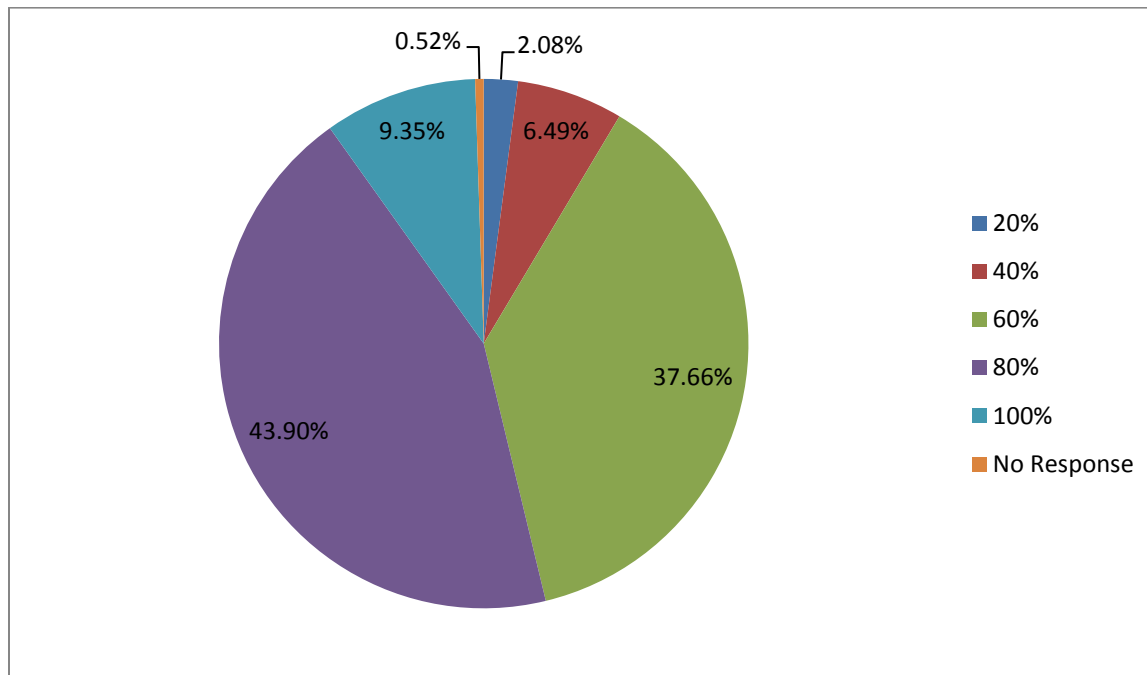


Figure 24 : Rating of Library Services

It is seen from above table that 44% of the respondents rated their library services at 80%, 38% at 60%, 9% rated these at 20% to 40%. Nine percent (9%) of the respondents gave 100% marks to their library services.

Q. 25. Give Suggestions for Improvement in Library Sources and Services.

In response to Question 25, one hundred and seventy nine (179) respondents (i.e. 46.50 % out of 385 responses received) gave suggestions. Since it was an open-ended question, it was quite difficult to tabulate and analyze the responses to this question. However, an attempt has been made to interpret and classify these responses into following four broad categories.

I. Improvement in Library Infrastructure

Most of the suggestions received fall into this category. Major suggestions given for improvement in library infrastructure are given below –

- Provision of photocopy facility – 31/179(17.32%)
- Provision of Internet facility – 24/179(13.41%)
- Provision of Air conditioning facility – 24/179(13.41%)
- Provision of Close Circuit Camera- 10/179(5.58%)

Other suggestions received under this category are –

- Provision of good reading room
- Provision of separate internet section
- Provision of departmental libraries

II. Improvement in Library sources –

- Availability of latest editions of Text Books – 34/179(18.99%)
- Availability of Online sources/E-library – 22/179(12.29%)
- Availability of more number of books on General knowledge, Current Affairs, Competitive Exams, Literature, Periodicals and Newspapers – 15/179(8.37%)

Other suggestions include –

- Subscription to Programmes like N-LIST
- Availability of Research Papers/Journals
- Availability of Solved and Unsolved Question Papers.
- Availability of more number of course books and reference books.
- Availability of more books of foreign authors.
- Availability of more books in both English and Hindi medium.

III. Improvement in Library Services –

- Proper arrangement of books subject wise.
- Library authorities should interact with students in order to know their demands.
- Maintenance of old books should be done.
- Provision of bibliographies on demand.
- There should be sufficient staff in every section to help and guide the users.
- Extension of library facility during exam time and vacation.
- Provision of peaceful environment.

- Open access should be provided in libraries.

IV. General Suggestions

- Reference books/books by foreign authors should be issued to students – 17/179(9.5%)
- Issue of more books for longer period – 13/179(7.26%)
- Training in the use of online resource – 5/179(2.79%)

Other suggestions include –

- Publicity of Library resources and services – 5/179(2.79%)
- Library period should be kept in time table.
- Notebooks and mobile phones should be allowed inside the library.

Chapter 5

Conclusion

From the findings of this study, following conclusions may be drawn:

- Library building should be attractive with separate reading room and its ambience should be good,
- It is found that photocopy and printing facilities are available only in 22% libraries. These facilities need to be provided in all libraries.
- Air conditioning facility is available to very few users (7.5% only). In Chhattisgarh where we have extremely hot weather (40 to 46 °C) for about 7-8 months, we cannot expect the user to sit in the libraries and study in such climate without air conditioning.
- Library collection should be made up to date by getting new editions of existing books and getting books of new authors.
- In order to promote reading habits in students, library period should be kept in the college time table.
- In addition to text & reference books on the subjects of study & research, literature, competitive exams and general knowledge & advanced study materials should also be available.
- Books and documents should be arranged according to classified order in a helpful sequence to enable users to locate the relevant information easily.

- As more and more people are going online now, we need to increase digital collections so that users may have access to latest information sources.
- Upkeep and arrangement of online materials and digital collection should be good to enable users to locate the relevant information easily.
- Training should be imparted to the library staff which may in turn impart it to the users for effective use of e-resources, internet and various search engines.
- As per study, text books and reference sources are still preferred by many users. Many respondents have suggested issuing of more books at a time for longer period. By improving library infrastructure and setting up digital facilities more and more students shall sit in library and use information sources rather than getting the books issued.
- Knowledge about free and open access (O.A.) resources should be given to library users so that they can make effective search strategies to satisfy their information needs.
- Departmental libraries should be set up so that students may refer books under guidance of teachers in their departments.
- Sufficient staff well-versed in I T skills should be there in every section to assist the users.

Recommendations:

- With the advancement in information and communication technology, many library management software systems are available for computerization of libraries. Automation of libraries should be done in order to manage the collections/services in a better way and avoid repetitive chores like circulation.
- Separate internet sections/labs with multiple terminals should be set up in all colleges, so that students may access e-resources. High speed internet connectivity should be provided in these labs. Special budget should be provided for maintenance and upkeep of these facilities. Skilled staff should also be appointed to guide students. In fact, computer and library professionals should work in unison towards satisfaction of information requirements of users.
- E libraries should be set up in the colleges. A simple and cost effective way to do so is subscription to “National Library and Information Services Infrastructure for Scholarly Content” (N-LIST), an initiative of INLIBNET and other such consortia. N-LIST alone provides access to more than 6,000 journals and 30,00,000+ e-books at a very nominal cost to more than 4,50,000 users of college libraries.
- Library authorities should involve students also in their collection development and other policy matters related to library services. Library committees should have students’ representatives amongst their members.
- Suggestion boxes should be installed at the entrance of the libraries in order to receive constructive suggestions from the students and teachers. Suggestions of

the users regarding their expectations from the library should be considered to know about their feedback and help them accordingly.

- Since internet facility is available to many of the users at home (60%), provision should be made for online and immediate transfer of required information.
- Libraries should advertise and market their resources and services in a better way. In the beginning of each session user orientation programme should be organized for new students to familiarize them with various services offered by their library.
- Our libraries should be more user- centric rather than being system and services- centric. Library users may be given importance which is due to them. Efforts must be made to perceive the information requirement of the users from their point of view. Continuous interaction with users is required to know their preferences and resources and facilities should be provided accordingly.

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ANNEXURE I

“ Questionnaire for Library users ”

Section – A

1. Name :
2. *Name of Institution* :
3. Gender : Male/Female (please tick)
4. Designation : Student / Teacher (please tick)
5. Educational Qualification :
(Teacher)
6. Experience (Teacher) :
7. Class (Student) :

Section –B(Please tick the relevant answer) .

1. Frequency of Visits to the Library .
 - Daily
 - 2-3 Times a week
 - Once a week
 - Once a month
 - Rarely
2. Time Spent in the Library Per Week .
 - 0-2 Hours
 - 2-5 Hours
 - 5-10 Hours
 - More than 10 Hours
3. Purpose of Seeking Information .
 - Leisure Reading
 - Preparation for Exams
 - Preparation for Competition
 - Preparation for Career
 - Preparation for Assignments
 - General awareness / keeping uptodate

4. Is your Library Centrally / Conveniently Located .
 - Yes / No

5. Does Your College have Departmental Libraries .
 - Yes / No

6. Is your Library Equipped with CC Camera or any other Electronic Surveillance Technology
 - Yes / No

7. Is Your Library Equipped with Internet Facility .
 - Yes / No

8. Is your Library Automated .
 - Yes / No

9. Preferred Format of Sources of Information .
 - Print
 - Online
 - Both

10. Where do you Get Reading Materials From .
 - Classmates
 - Seniors
 - Teachers
 - Library

11. Information Sources Consulted

- Text Books
- Reference Sources
- Journals
- News Papers
- Online Resources

12. Sources Consulted for Current Information .

- Journals
- Reference Materials
- Online Resources

13. Where do you Refer to Online Sources .

- At Home
- In the Library
- In the Cyber Café

14. Search Engines Used for Online Information Resources .

- Google
- Yahoo
- MSN
- Alta Vista

15. Has your Library Sufficient Infrastructure Facilities

- Reading Room
- Reference Section
- Seating
- Air conditioning
- Photocopy
- Peaceful Environment

16. Adequacy of Library Resources.

Type of Resources	Good	Average	Poor
Text Books			
Reference Books			
Journals			

17. Does your Library have Adequate Staff .

- Yes / No

18. Satisfaction with Present Library Services.

Type of Services	Good	Average	Poor
Cataloguing			
Finding Documents			
Circulation			
Preparation of Bibliographies			
Inter Library Loan			

19. Knowledge about Open Access Online Resources .

- Yes / No

20. Does Your Library Subscribe to N-LIST Program.

- Yes / No

21. Behaviour of Library Staff .

- Co-operative
- Not Co-operative

22. Problems Encountered in Getting Relevant Information.

- Lack of Time
- Scattered Information
- Outdated Information
- Information Overload
- Material is Not Available
- Uncooperative Library Staff

23. How do you Rate your Library Resources .

20%	40%	60%	80%	100%
-----	-----	-----	-----	------

24. How do you Rate your Library Services .

20%	40%	60%	80%	100%
-----	-----	-----	-----	------

25. Give Suggestions for Improvement in Library Sources and Services .

Date:

(Name)

Signature

Annexure – II

User's Response at a Glance

1.Frequency of visit to the library.	Daily	2-3 times a week	Once a week	Once a month	Rarely		NO response
	70	134	112	26	43		
	18.18%	34.81%	29.09%	6.75%	11.17%		
2.Time spent in the library per week.	0-2 Hrs.	2-5 Hrs.	5-10 Hrs.	More than 10 Hrs.			
	317	44	12	12			
	82.34%	11.43%	3.12%	3.12%			
3. Purpose of seeking information.	Leisure reading	Preparation for exams	Preparation for competition	Preparation for career	Preparation for assignments	General awareness / Keeping uptodate.	
	55	234	70	75	78	80	
	14.29%	60.78%	18.18%	19.48%	20.26%	20.78%	
4. Is your library centrally / conveniently located.	Yes	No					NO response
	318	61					6
	82.60%	15.84%					1.56%
5. Does your college have departmental libraries.	Yes	No					NO response
	335	49					1
	87.01%	12.73%					0.26%

6. Is your library equipped with CC Camera or any other electronic surveillance.	Yes	No				NO response
	194	189				2
	50.39%	49.09%				0.52%
7. Is your library equipped with internet facility.	Yes	No				NO response
	272	111				2
	70.65%	28.83%				0.52%
8. IS your library Automated	Yes	No				NO response
	127	246				12
	32.99%	63.90%				3.12%
9. Preferred format for sources of information.	Print	Online	Both			
	148	50	204			
	38.44%	12.99%	52.99%			

10. Where do you get reading materials from.	Classmates	Seniors	Teachers	Library			
	101	97	200	240			
	26.23%	25.19%	51.95%	62.34%			
11. Information sources consulted.	Text books	Reference sources	Journals	News papers	Online resources		
	257	171	80	104	144		
	66.75%	44.42%	20.78%	27.01%	37.40%		
12. Sources consulted for current information.	Journals	Reference materials	Online resources				
	124	143	224				
	32.21%	37.14%	58.18%				
13. Where do you refer to online sources.	At home	In the library	In the cyber café				
	230	108	110				
	59.74%	28.05%	28.57%				
14. Search engines used for online information resources.	Google	Yahoo	MSN	Alta Vista			
	376	32	6	3			
	97.66%	8.31%	1.56%	0.78%			
15. Has your library sufficient infrastructure facilities	Reading room	Reference section	Seating	Air conditioning	Photocopy	Peaceful environment	NO response
	260	158	177	29	87	227	6
	67.53%	41.04%	45.97%	7.53%	22.60%	58.96%	1.56%

16. Adequacy of library resources.	Type of resources	Good	Average	Poor			NO response
	Text books	265	100	10			10
		68.83%	25.97%	2.60%			2.60%
	reference books	207	153	21			4
		53.77%	39.74%	5.45%			1.04%
	Journals	157	160	52			16
		40.78%	41.56%	13.51%			4.16%
17. Does your library have adequate staff.	Yes	No					NO response
	320	60					5
	83.12%	15.58%					1.30%

18. Satisfaction with present library services.	Type of services	Good	Average	Poor			NO response
	Cataloguing	192	157	18			18
		49.87%	40.78%	4.68%			4.68%
	Finding documents	191	163	17			14
		49.61%	42.34%	4.42%			3.64%
	Circulation	211	153	10			11
		54.81%	39.74%	2.60%			2.86%
	Preparation of bibliographies	125	174	59			27
		32.47%	45.19%	15.32%			7.01%
	Inter library loan	97	136	121			31
		25.19%	35.32%	31.43%			8.05%
19. Knowledge about open access online resources.	Yes	No					NO response
	265	117					3
	68.83%	30.39%					0.78%
20. Does your library subscribe to N-LIST Program.	Yes	No					NO response
	169	208					8
	43.90%	54.03%					2.08%
21. Behaviour of library staff.	Co-operative	Not Co-operative					
	364	21					
	94.55%	5.45%					

22. problems encountered in getting relevant information.	Lack of time	Scattered information	Outdated information	Information overload	Material is not available	Uncooperative library staff	NO response
	171	109	82	71	82	18	1
	44.42%	28.31%	21.30%	18.44%	21.30%	4.68%	0.26%
23. How do you rate your library resources	20%	40%	60%	80%	100%		NO response
	5	13	158	197	10		2
	1.30%	3.38%	41.04%	51.17%	2.60%		0.52%
24. How do you rate your library services.	20%	40%	60%	80%	100%		NO response
	8	25	145	169	36		2
	2.08%	6.49%	37.66%	43.90%	9.35%		0.52%
25. Give suggestions for improvement in library sources and services.	179						
	46.49%						