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Winter 1-7-2022

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das, sankha subhra and Balasubramanian, P, "BEHAVIORAL PATTERN OF INFORMATION SEEKING USERS OF NATIONAL LIBRARY, KOLKATA" (2022). *Library Philosophy and Practice (e-journal)*. 6713.
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**BEHAVIORAL PATTERN OF INFORMATION SEEKING USERS OF
NATIONAL LIBRARY, KOLKATA**

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Abstract:

A library is an open system which in turn belongs to a subsystem of the education system, whose functions are dependent on the community concerned. The National Library plays a vital role in creating human resources and their development in our country. It is a life-long process in the appreciation of the achievement of humanity in knowledge and culture. It also helps in the replenishment of people's spirit by providing books for relaxation and pleasure, with assistance to the students. It performs a significant task in a developing country like India. The progress of a nation mainly depends on education, which provides to its citizens either through formal or non-formal means. In present study the behavioural pattern like their frequency of visit and dependence on the public library has been discussed with special reference to the National Library of India. The paper also explores the information seeking behaviour such as their purpose of visit, materials accessed during their visit to the National Library. The main objective of this study is to examine the services provided by National Library of India to its esteemed users.

Keywords:

User Study, National Library, Information Seeking, Frequency, Materials accessed, Services

1. Introduction:

User study involves the need of the user directly or indirectly. Devika (2017)¹ defines user study as “Deducting the special features of requirements of researchers or users by the assessment and motivating the user’s interest of searching requirements”. In library and Information Science user study is more valuable area of research as the libraries foremost work is to serve the user as per their demand. Now a days the demand is not only focused on books and journals but e-resources are on high demand as well, so the librarians have to keep

them up to date day by day as per their user needs. This work is done by the librarian under the supervision of the library faculties. So it is thought of as the librarian should be a knowledgeable person to help the user as per their requirements by providing valuable services. The development of digital library concept made various user demands so the librarian should also make them a full-fledged person to know how to use it and help the user. It is found that in user studies, researchers mainly use the word ‘Information’ as investigating the needs of end users by conducting Questionnaire method or interviewing. Sometimes it will create a confusion to the researchers, although it is not clear to the user when and how could they fulfil their requirement (shown in diagram 1).

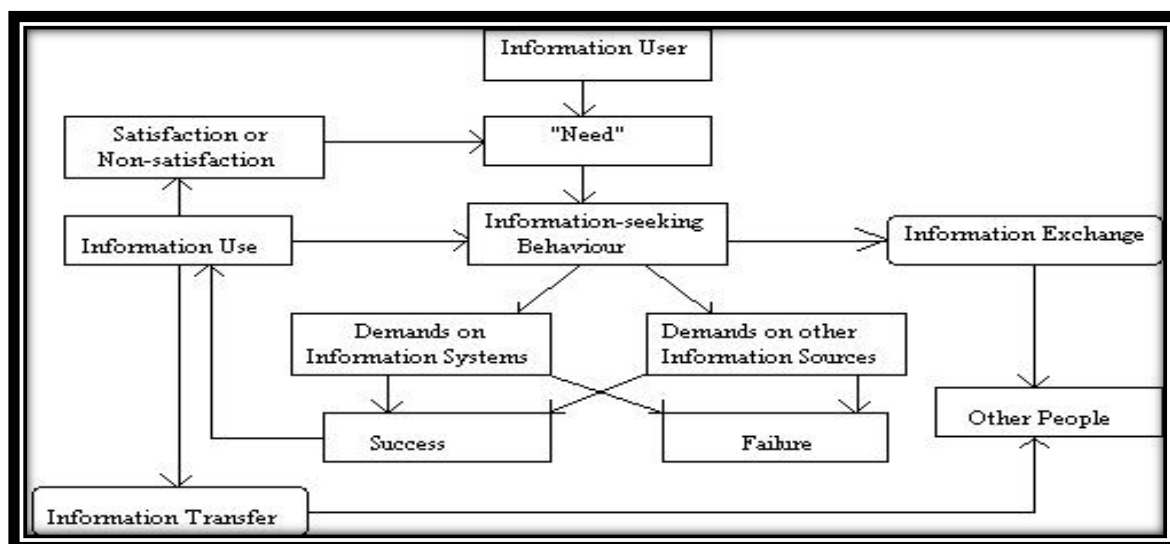


Figure 1: Diagrammatic feature of Information need and user satisfaction

Here we conducted a user study on National Library, Kolkata. The establishment of National Library started in 1835 as a public library known as **Calcutta Public Library**. On 31st January 1902, the Imperial Library Act was passed, and Lord Curzon transformed the Calcutta Public Library into **Imperial Library** in 1903. This Imperial Library was the precursor of the **National Library** of India, established afterwards in 1948. The reconstituted Imperial Library was formally opened to the public at the Metcalfe Hall on the 30th January 1903 with the intention that it should be a library of reference, a working place for students, and a repository of materials for the future historians of India, in which, so far as possible, every work written about India at any time can be seen and read. It was accorded the special status of an institution of national importance in Article 62 in the 7th Schedule of the Union list of the Constitution of India, and Maulana Abdul Kalam Azad, the then Union Minister of Education, opened the Library to the public on 1st February 1953.

For our study we made different sets of questionnaires and conducted interviews. This study will give qualitative and also quantitative analysis of the users from all disciplines.

1. Literature Review:

Thanuskodi, S (2009)² made a study on the growth and development of Public library systems in Tamil Nadu. The study discussed the evolution of Library development in India since 1808. It also explores the modernization of the Public Library System in the changing environment in the Post-Independence era.

Yata (2009)³ discussed the database training for end users through the use of Internet conferencing system. It says that 1,300 people participated in the training, with 36% of them were researchers, 33% were librarians, and 22% were students. It adds that about 50% of the participants were satisfied very much with the training. It notes that this kind of training is a long-awaited approach of Information literacy to help the rapidly growing end users.

Kaasboll et al. (2010)⁴ studied competence needs amongst prospective users of a computerized management information system. User training should therefore start with practice in the case of work competence, while presentation of principles, concepts, and structures would constitute a better starting point when teaching computer literacy and how the domain is represented.

Vance et al. (2012)⁵ Study explored the relationship between formal library instruction and undergraduate student performance and persistence in higher education. Researchers analyzed two years of academic and demographic data collected from first-time freshmen at Middle Tennessee State University in an attempt to quantify the effect of librarian-led one-shot classroom instruction on students' grade point averages and their likelihood of returning to school for the sophomore year.

Maduako and Maduako (2013)⁶ have studied and found to exist between user education and library use. It is recommended that adequate fund should be provided to enable user educators acquire the necessary equipment for teaching user education.

Wickramanayake (2014)⁷ study to look at the overall instructional performance of academic librarians in Sri Lanka and shed light on the challenges and potential problems facing the implementation of quality information literacy (IL) in university libraries.

Design/methodology/approach –questionnaire, which was sent to all professional academic librarians working in Sri Lankan university libraries.

Sandhu, P. K. (2016)⁸ studied that majority of the library users read every day. Their purpose of reading in the library is to update their knowledge. 30% of the library users visit library once a week. Majority of the respondents visit public library to read newspapers. The main reason for not coming to the library is lack of time.

Sanjeev Sharma, Ravinder Kumar(2019)⁹ found that maximum percentage of respondents (53%) of Kurukshetra University, Kurukshetra sought information frequently for research work followed by 43.9% respondents of Bhagat Phool Singh Women University, Sonapat, (41.9%) respondents of Maharishi Dayanand University, Rohtak and (39.2%) respondents of Chaudhary Devi Lal University, Sirsa.

Sanjiv Kumar, Anil Kumar Dhiman (2020)¹⁰ noted that college education and their library 10services are the necessity of present days because colleges are providing education and shaping our youths for tomorrow's best citizens. Therefore, college libraries are also expected to provide minimum services so that they could learn and develop themselves into the best citizens. However, it is seen that due to privatization of the education, more and more colleges are emerging in society but their library services are not up to the standards.

JadharManisha, BansodeSadanand (2020)¹¹ identified the Project N-LIST provides access to more than 6,000 + e-journals and 31,35,000 + e-books to students, researchers and faculty members from colleges (covered under section 12B of UGC Act) and other beneficiary institutions. In an academic library, the librarian is involved in the evaluation, imparting training, promotion, monitoring all activities in providing better access to e-resources to the users of colleges.

Santhosh Kumar Tunga (2021)¹² Brought out opportunities to learn about various advancements of digital library like planning of digital library, required skills for digital library, digital library initiatives in India, benefits of digital library resources; and challenges and opportunities of COVID-19 pandemic environment in order to maximize the usage of digital resources.

2. Objectives:

Here we did our survey on National Library, Kolkata. To continue our research work we have finalized some of the objectives. These are as follows:

1. To find out the frequency of library user in National Library.
2. To observe the dependency on National Library for study and other purposes.
3. To explore the types of materials most consulted by the user.
4. To detect the purpose of visiting the library.
5. To notice the preference of language of the user.

3. Methodology:

This study was made on a descriptive survey design. Data were collected through questionnaire method by online (Google Form) and offline (physical interaction) both. For data analysis various mathematical tools such as mean, percentage were used here. Describing the data we have used various chart and diagrams.

4. Data Analysis and interpretation:

Public Libraries are usually playing multiple roles in society's development. Initially, it was created as a public repository of books for those who could not afford private collections. It was intended to serve as "People's Universities" to advance the learning of those with limited access to formal education. It was also seen as the source of reliable information and wholesome recreation and cultural enrichment.

The researcher analyses the respondents who depend on the National Library for their studies, the type of materials they seek from the Library, the Frequency of visits, and the purpose.

4.1. Frequency of visit to the National Library:

The public library, the local gateway to knowledge, provides an essential condition for lifelong learning, independent decision-making and cultural development of the individual and social groups. The researcher classified the respondents based on their visit to the Library to use the resources.

Table 4.1 Frequency of visit to the National Library

Sl. no	Particulars	No. of	Percentage
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	Frequency of visit to the National Library	Respondents	
1.	Daily	238	22.33
2.	Twice a week	251	23.55
3.	Once a week	284	26.64
4.	Monthly	167	15.67
5.	Occasionally	126	11.82
Total		1066	100

(Source: Primary data)

Table 4.1 reveals the selected respondents' Frequency of visits to the National Library, Kolkata. It is found that 238 respondents (22.33 per cent) daily go to the Library, followed by 251 respondents (23.55 per cent) visited twice a week and 284 respondents went once a week to the Library. Further, it is noted that 167 respondents (15.67 per cent) went to the Library on a monthly basis, and only 126 respondents (11.82 per cent) occasionally visited the Library.

4.2 Dependency on National library services to support their study:

The following table 4.2 clarifies how many respondents are fully or partially dependent on the resources and services of the National Library Kolkata.

Table 4.2 Dependency on National library services

Sl.no	Particulars	No. of Respondents	Percentage
	Dependency on National library services		
1.	Fully	684	64.17
2.	Partially	382	35.83
Total		1066	100

(Source: Primary data)

Fig 2

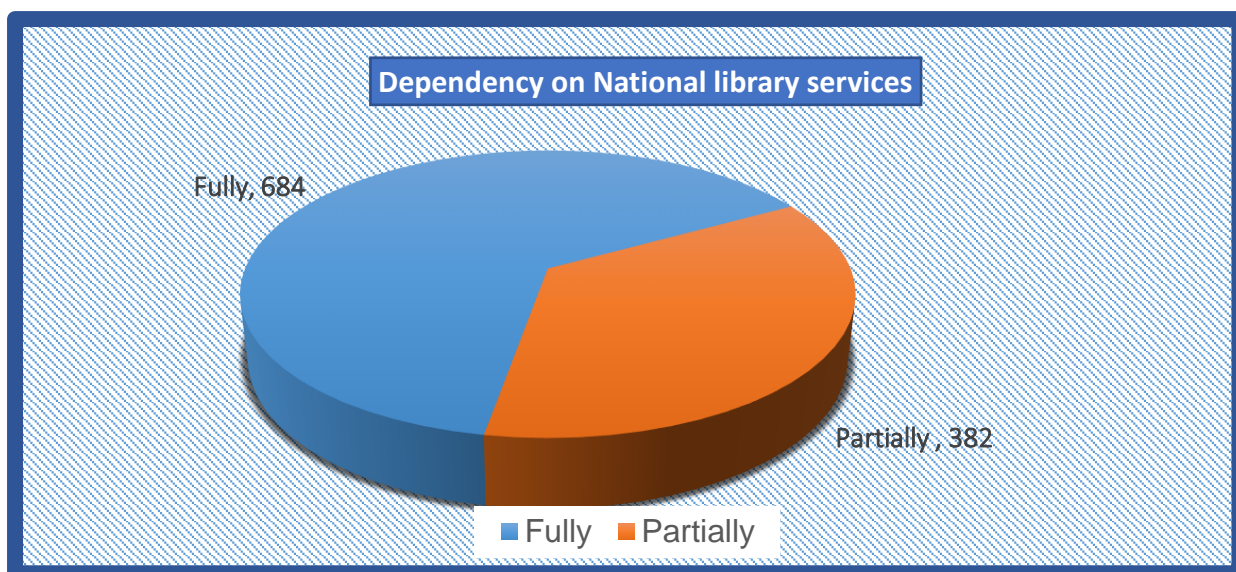


Table 4.2 and fig 2 indicate the respondents' dependency on the services of the National Library Kolkata. It is understood that a maximum of 684 respondents (64.17 per cent) entirely depends on the benefit provided by the Library, and only 382 respondents (35.83 per cent) partially depend on the services of the National Library Kolkata.

4.3.Types of materials consult for information:

The following table 4.3 discloses the various type of materials consulted by the respondents.

Table 4.3 Types of materials consult for information

Sl.no	Particulars	No. of Respondents	Percentage
	Types of materials consult for information		
1.	General books	131	12.29
2.	Subject books	184	17.26
3.	Newspapers	148	13.88
4.	Employment newspapers	137	12.85
5.	Story Books	68	6.38
6.	E-Resources	249	23.36
7	Journals/Magazine	107	10.04

8.	Others	42	3.94
Total		1066	100

(Source: Primary data)

Table 4.3 exposes the respondents' opinion regarding the type of materials they consult for their information need. It is detected that a maximum of 249 respondents (23.36 per cent) prefer e-resources of the Library followed by 184 respondents (17.26 per cent) Subject books and 148 Respondents like Newspapers. Moreover, 137 respondents (12.85 per cent) favour Employment newspapers, 131 respondents (12.29 per cent) general books, 107 respondents (10.4 per cent) Journals/Magazine and only 68 respondents like the storybooks.

4.4. Purpose of visiting the Library:

The following table 5.4 elucidates the respondents' purpose of visiting the Library.

Table 4.4 Purpose of visiting the Library

Sl.no	Particulars	No. of Respondents	Percentage
	Purpose of visiting the Library		
1.	To borrow and return books	128	12.01
2.	To read newspapers/ Magazines/ employment information	148	13.88
3.	To consult reference books	131	12.29
4.	To read subject books	184	17.26
5.	To refer to question bank	89	8.35
6.	To prepare the case study	78	7.32
7	To complete classroom assignments	102	9.57
8.	To use internet	174	16.32
9.	Others if any	32	3.00

Total	1066	100
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(Source: Primary data)

Table 4.4 discloses the respondents' opinions about the purpose of visiting the Library. It is understood that a maximum of 184 respondents (17.26 per cent) see the National Library read subject books because most of them depend on the Library for their study materials, 174 respondents (16.32 per cent) use the internet and 148 respondents for reading newspapers/ Magazines/ employment information. Besides, 131 respondents (12.29 per cent) visit the National Library to consult reference books, 128 respondents (12.01 per cent) to borrow and return books, and 102 respondents (9.57 per cent) go to the Library to complete their classroom assignments. In addition to these, 89 respondents go to the Library to refer to the question bank, 78 respondents (7.32 per cent) for the case study and only 3 per cent of the go to the Library to guide the other materials.

4.5. Language prefer for seeking information:

The following table 4.5 discloses language preferred by the respondents seeking information from the Newspaper.

Table 4.5 Language prefer for seeking information

Sl.no	Particulars	No. of Respondents	Percentage
	Language prefer for seeking information		
1.	Bengali	597	56.00
2.	Hindi	341	31.99
3.	English	128	12.01
Total		1066	100

(Source: Primary data)

Fig 3

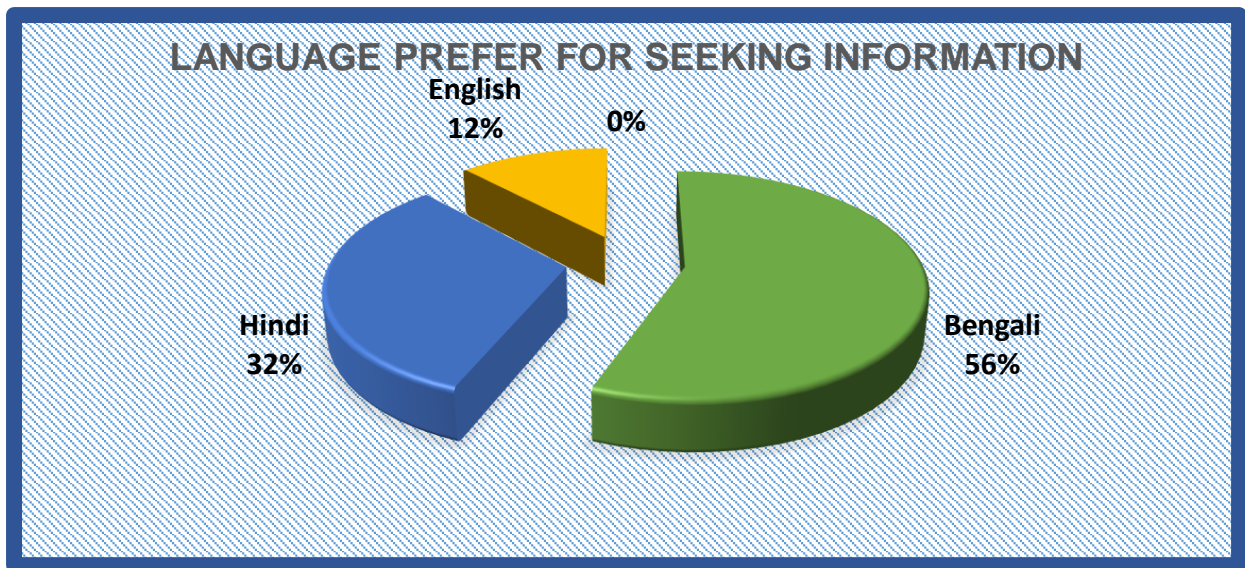


Table 4.5 and fig 3 disclose the Newspaper's language prefer by the respondents to seek the needed information. It is found that more than 56 per cent of the selected respondents prefer their mother tongue, "Bengali," followed by 31.99 per cent "Hindi", and only 128 respondents (12.01 per cent) like English Newspaper

5. Conclusion:

Here we conducted a study on information seeking behaviour of the user. For our study we found frequency of the user in National Library, the dependency of the user for study and other purposes, types of materials most consulted by the user, purpose of visiting the library, the preference of languages of the user. National Library as a library is asset of India. Every day it gets enriched with the collections of our culture and heritage. As it is given to every copy of Indian Publication the collection is delighted and enlightened every time. So the users from different field enriched the library. Here some of the points we have gathered in our research work but it can vary if the scope and sample varies.

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