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Tanveer Khan
tk241174@gmail.com

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Khan, Tanveer, "Information Seeking Behavior of PG Students in National Institute of Rural Development and Panchayati Raj (NIRDPR), Hyderabad: A Study" (2019). *Library Philosophy and Practice (e-journal)*. 2279.
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Information Seeking Behavior of PG Students in National Institute of Rural Development and Panchayati Raj (NIRDPR), Hyderabad: A Study

Tanveer Khan, R * and Dr. C. Murugan**

*Research Scholar and **Professor and Head,

Department of Library and Information Science, Periyar University,

Salem- 636 011, Tamilnadu, India.

Email. trkhan24@gmail.com

Abstract

We are now live in the electronic environment and a number of information resources are available in Library or Information Resource Centres or Knowledge Centres. We should know and aware of information needs and information resources which are available in the National Institute of Rural Development and Panchayati Raj (NIRDPR) Library. This paper has made an attempt to know the information needs and use pattern on information resources for students of National Institute of Rural Development and Panchayati Raj (NIRDPR) at Hyderabad. This study is carried out to know the information seeking behavior of students at National Institute of Rural Development and Panchayati Raj (NIRDPR). For analysis, a questionnaire based survey method was adopted. A total number of whole samples i.e. seventy (70) PG Students (both first year and second year) were selected. For analysis, well designed questionnaires were distributed among the 70 respondents and 65 respondents were dully filled and returned. The response rate is 94.29%. The results of the study show that the students express positive perceptions and measured it beneficial.

Keywords: Information seeking behavior, User study, online resources, NIRDPR, Hyderabad.

Introduction

Information plays a vital role to achieve any objective or goal in the library. Information is an important tool to user community and important factor in any type of information centre or R & D, or research institution or library and knowledge centre as the information is needed for users. Every library users wish and want to increase the variety of information and resources, diversity of levels and frequency of volumes and issues now and then. Information seeking is a fundamental activity indulged in by the people and manifest all the way through a particular way of behavior. According to Wiberley (1989), information seeking is, 'scholarly work most interesting to academic librarians who strive to develop collections, services, and organizational

structures that facilitate seeking of information'. Marchionini (1995), pointed out that 'Information seeking is thus a natural and necessary mechanism of human existence'. Bhatti (2009) pointed out about "the Information seeking behavior described in different formats from studying printed resources to conducting research and experiment. The users purposefully search for the new information from the library resources that also includes electronic resources". Thus, information seeking behavior is necessary in very aspects and the Library patrons seek information because they need information resources to survive in all sectors of life (Fiankor and Adams, 2004, Ajiboye and Tella, 2007, Fatima and Ahmad (2008).

Information-seeking behaviour (ISB) have been studied and found various research results in neither developed countries nor undeveloped countries. But, no such a study has been undertaken related to National Institute of Rural Development (NIRD) in terms of information seeking behavior of library and information science among student community. This study tries to focus the information-seeking behaviour of National Institute of Rural Development (NIRD).

National Institute of Rural Development (NIRD) Library Profile

National Institute of Rural Development (NIRD) is an Indian institute for research in rural development, located in Rajendranagar near Hyderabad. NIRD offers one year PGDRDM course. Its mission is to develop a committed cadre of rural development professionals trained to deal with the challenges in rural areas. It is an autonomous organization under Department of Rural Development, Ministry of Rural Development, Government of India. The institute was first named National Institute of Community Development (NICD) upon its foundation in 1964, with merger two as Central Institute of Study and Research in Community Development at Mussoorie, (now in Uttarakhand) and Trainers Training Institute at Rajpur (Wikipedia).

Library Statistics from April, 2015 to March, 2016

S. No	Particulars	Total
1	Total stock as on 31-3-2016(Including books, Hindi books and bound volumes of periodicals)	1,20262
2	Total intake during the year ending 31.3.2016	461
3	A.V Material (Video Cassettes & CDs)	33
	Periodicals subscribed	142
	Periodicals received on exchange	25
4	Periodicals received on gratis	20
	Newsletters	60
	Total periodicals intake	247
	Number of Newspapers subscribed	28
Utilization of CDC Library Facilities		
5	Number of borrowers	952
	Number of documents lent to participants	979
	Number of visitors to Library	5383

6	Research Scholars visited library	26
Documentation Services		
7	Number of articles indexed during the year	1037
	Number of CDC Alerts issued	10
	Number of CDC Index issued	12
CDC Database		
8	Number of entries in the database (books)	93240
	Number of articles	125188
	Number of literature searches carried out from the database	147

Source: <http://www.nird.org.in/library.aspx>

PREVIOUS WORK

The review of literature plays a major role in any research and it describes the previous studies which had carried out by the researchers to avoid unintended repetition of well established findings. a number of studies on information seeking behavior have been carried out in different research areas by researchers and eminent scholars so far. a few of the recent and suitable research work has been taken for the present study. Nikam and Rashmi (2015) investigated to identify the usage and awareness of E-Resources by the Academia of Speech and Hearing Discipline at the All India Institute of Speech and Hearing (AIISH), Mysore. Based on the findings, the results showed that the maximum number of uses (56) were in the range of 21-25 years of age and 24.16% of respondents were specialized in speech and hearing. E-journals and e-databases were extensively used. Web Crawler was the most frequently used Meta search engine. Biradar et al. (2008) examined and the results of a study showed that the ‘University students’ and ‘faculty members’ use the search engines for retrieval of scholarly information and also showed that 100% of the students and 97.91 % of faculties use search engines for retrieval of information on the internet. Goggle and Yahoo receive the highest overall ratings. A study was conducted by Velmurugan (2013) to know the use pattern of online information resources among user society in Siva Institute of Frontier Technology at Chennai. Based on the findings, the majority of 53.65% of respondents used the electronic resources in the library was “twice a week”. 34.14% of them among the users used the library “to prepare for projects” and the remaining (6.51%) was “to write book reviews”. The majority of the respondents (68.29%) said they were satisfied and 13.82 % of the respondents were not satisfied.

Muokebe, et al (2018) tried to examine the information needs and seeking behavior of practicing nurses in Nigeria. For analysis, there was no sampling as the whole population was used to study since it was very small amount of fifty two practicing nurses from Lady of Lourdes Hospital at Ihiala. The study computed using Pearson’s Product Moment Correlation co-efficient. The results showed that the practicing nurses required information for their training and education and to enhance knowledge in respective field such as clinical, patient management, etc. further, some suggestions were made to improve information literacy, and asked to provide training, conducting workshops and conferences to improve their update information sources. Nnadozie (2017) examined the library use and user satisfaction among lectures in University Libraries in South-East Zone of Nigeria. To collect data a sample of 112 librarians and 4469 lecturers were taken from eleven universities in South-East Zone of Nigeria. Two research designs such as

descriptive and linear correlation were used in which descriptive survey used to analyze data from sample of a large population. The results suggested some recommendations such as lectures in universities in Nigerian should cultivate the habit of regular use of electronic resources and services which are available in the university libraries and Librarians in Nigerian universities must provide the range of their quality services.

Chandra and Murugan (2017) carried out a study to examine the information seeking behavior of electronic resources and use pattern of Library and Information Science community at Periyar University, Salem. The results showed that research scholars and staff members were depended on electronic resources and utilize the library effectively to keep their knowledge up-to-date. It was interesting to note that respondents prefer to first consult their personal collection rather than about library collection, services and facilities. Akpojotor (2016) reported about the understanding and use pattern of electronic resources among PG Students of library and information science from Southern Nigeria. This study was descriptive and sampling method used for the purpose of analysis. A total of 375 questionnaire were distributed to PG students of Library and Information Science in eight universities includes five federal and three state universities in Nigeria and 329 i.e. 87% of questionnaire were dully filled and returned. The findings of the results reveal that PG Students of library and information science were highly skilled using online information resources and they encountered number of challenges while accessing electronic information resources during the period of study. It was noted that PG Students of library and information science were highly skilled using online information resources and they encountered number of challenges while accessing electronic information resources during the period of study.

Chandra and Murugan (2016) did a survey on information seeking behavior of MBA research students' community of Autonomous Colleges in Coimbatore to know about the usage of Web Resources. The main objectives were to find the frequency of the library visit and hours spend at library, and purpose and preference of using online information resources; to find out the difficulties and challenges faced by the respondents while using the web resource and to provide the suggestion to make the effective usage of web resources. To collect data questionnaire method was used and the findings revealed more than fifty percent were studying in MPhil (Commerce) and 44% of them were studying in PhD (Commerce).

Jayaprakash and Murugan (2016) explored the study on Information Disseminating through Using Social Networking Sites among B. Ed College Librarians in Salem District, the results indicated that survey technique was used to analyze the study and found a total population was 148 Librarians. The findings showed that the librarians used the social networking sites to sustain and make stronger their offline connections and primarily for communication rather than entertainment. Kehinde et al. (2016) examined with postgraduate students in the University of Ilorin which is located at Kwara State. The results revealed that the majority of 44.4% of the respondents were from the department of computer science, while 17.1% from the department of library and information science. 82.9% of respondents were male and the remaining from female and 100% of the users need was academic purpose 81.2% of them was political information needs. The majority of 58.1% of the respondents were unemployed and 41.9% were employed.

Ajiboye (2007) studied a survey to investigate the information seeking behavior with 1200 undergraduate students in the University of Botswana. It was found that 60 % of students were very satisfied with all types of information gathering from the relevant sources and only 3.7% of participants were dissatisfied. It was also identified the accessibility of information and found 45.9% of respondents were highly accessible and 18.7% of them represented that the information in the University were slightly accessible. Lakshmi Sankari; Chinnasamy and Venkatachalam (2011) discovered that an information seeking behaviour of users of Vinayaka Mission's Kirupananda Variyar Engineering College Library in Salem during 2011. The study investigated different parameters such as library usage, frequency of visit, library collection, opening hours, level of satisfaction etc. The researchers suggested and recommended some valuable points to improve and increase the library user and user satisfaction.

AIMS AND OBJECTIVES

The study is aimed to investigate the information needs and usage pattern of library resources which are available in the NIRDPR Library at Hyderabad. The study was conducted to reach following objectives such as:

- Distribution of Respondents by Gender
- User category wise distribution
- Library Visit by the Respondents
- Hours spend in the Library
- Availability of resources in the Library
- Most preferred format using by the respondents
- Purpose of using the Library
- Awareness of Search Engines
- Usage of Search Pattern
- Usage of Electronic Resources
- Usage of kinds of E- Resources
- Purpose of accessing E- Resources
- Problems while using the Electronic Resources
- Rating of Level of satisfaction
- Suggestions to improve the Library services

SCOPE OF THE STUDY

The scope of the research is limited to the post graduate students in National Institute of Rural Development and Panchayati Raj (NIRDPR), Hyderabad. Given the significance of examine the information seeking behavior of postgraduate students in various domains, the present study aims to identify the information needs and postgraduate students of National Institute of Rural Development and Panchayati Raj (NIRDPR), Hyderabad, through surveying their information seeking behaviours. doing this research, the findings would be very helpful who are involved in providing resources to supply the required information resources of these group of students and pave the ways for the institutions to reach to its considerable visions.

METHODOLOGY

For the study purpose, descriptive survey has been chosen and the area of research is National Institute of Rural Development and Panchayati Raj (NIRDPR), Hyderabad. A total sample of 70 post graduate students from both years (I & II) were taken into account for the present study. The whole population of students was used for analysis because it was small and convenient. The primary data has collected by way of questionnaire. The study covers total population and both male and female. For data collection, questionnaire method was applied and a self-structured and a well designed questionnaire titled, 'Information Seeking Behavior of PG Students in National Institute of Rural Development and Panchayati Raj (NIRDPR), Hyderabad: A Study' was administered among the seventy post graduate students of NIRDPR. In this study of information seeking behavior of post graduate students of NIRDPR, it was noted that out of 70 respondents, 66 valid questionnaires were fully filled and returned by the respondents. As the students were eagerly participated to this research activity, the response rate was 94.28%. Further, the collected data were analyzed using tables and charts wherever required.

RESULTS AND DISCUSSION

This study was undertaken to analyze the usage pattern and level of understanding of library resources and its services which are provided by the National Institute of Rural Development (NIRD) Library for user community of students.

1. Distribution of Respondents by Gender

Table 1 shows that the maximum number of 44 (66.67%) respondents was male and the rest of 22 (33.33%) were female. It was observed that most of the respondents were from male category and ranked top between them. It was also observed that female users were not interested.

Table 1: Distribution of Respondents by Gender

Sl. No	Gender	No of Respondents	Percentage (%)
1	Male	44	66.67
2	Female	22	33.33
Total		66	100

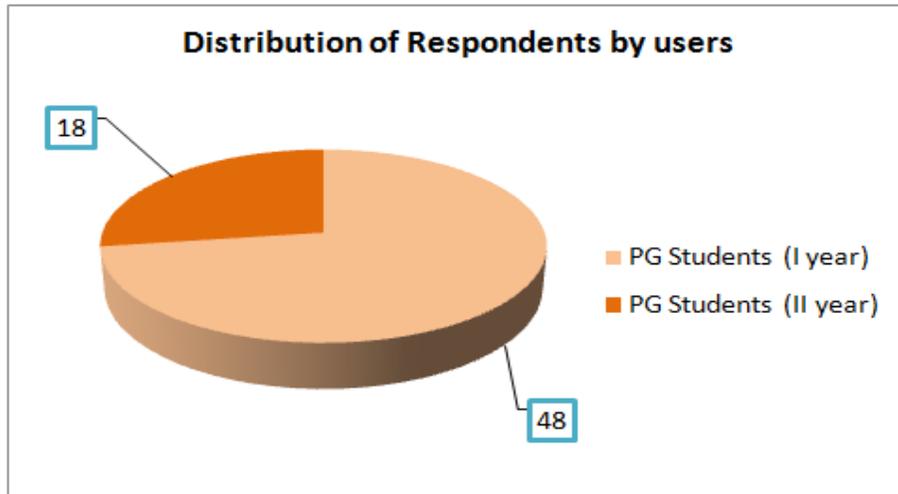
2. User category wise distribution

Researchers have analyzed the first and second year students only who are coming to library as they are the major source have counted for the present research. It is found from the below table 2 (fig.1) that the huge number of 48 (72.72%) respondents were first year post graduate candidates who are participated and the remaining 18 (27.28%) candidates from second year postgraduate students. it is very clear that the first year students are eagerly participated in this present research.

Table 2: Distribution of Respondents by users

Sl. No	Category	No of Respondents	Percentage (%)
1	PG Students (I year)	48	72.72
2	PG Students (II year)	18	27.28
Total		66	100

Figure. 1. Distribution of Respondents by users



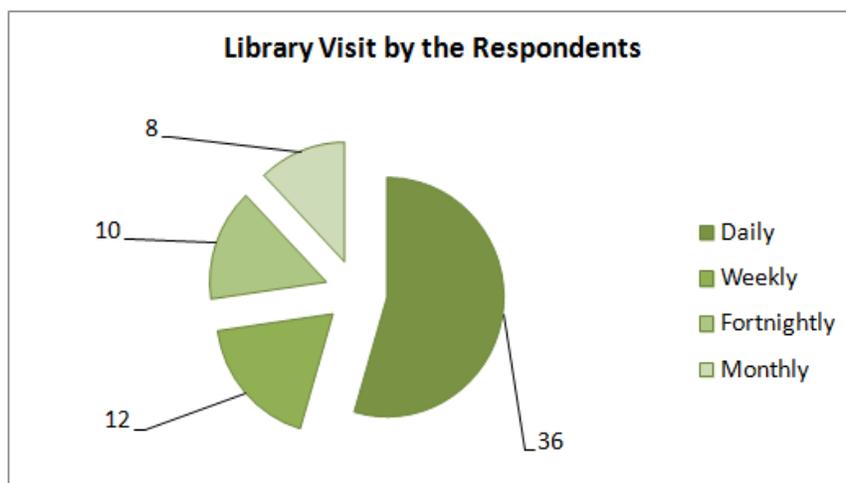
3. Library Visit by the Respondents

Table 3 (fig.2) represents the participants opinion about the visiting the NIRDPR Library during the study period. It is inferred from the below table and indicates that major part (54.55%) of the respondents prefer to come to library every day for their own purposes. the next major portion were 12 respondents prefer only weekly days to visit the library and the small portion of them were only 8 respondents to visit the library monthly.

Table 3: Library Visit by the Respondents

Sl. No	Opinion	No of Respondents	Percentage (%)
1	Daily	36	54.55
2	Weekly	12	18.18
3	Fortnightly	10	15.15
4	Monthly	8	12.12
Total		66	100

Figure. 2. Library Visit by the Respondents



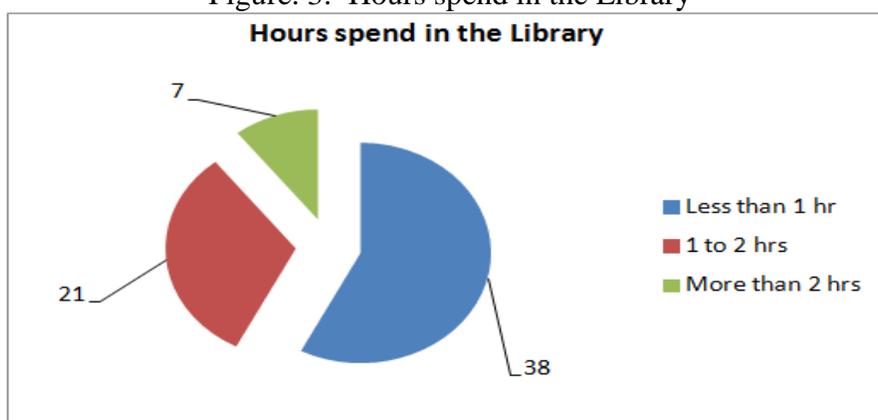
4. Hours spend in the Library

Respondents were asked to know about how much time the students spend in library and the data obtained from the students were furnished table 4 (fig.3). The huge number of (57.58%) students spends their time less than one hour in library and followed by the 21 respondents spend their time in library for 1 to 2 hours and only seven students spend their time in library more than 2 hours.

Table 4: Hours spend in the Library

Sl. No	Opinion	No of Respondents	Percentage (%)
1	Less than 1 hr	38	57.58
2	1 to 2 hrs	21	31.81
3	More than 2 hrs	7	10.61
Total		66	100

Figure. 3: Hours spend in the Library



5. Availability of resources in the Library

Researchers asked the respondents what are the resources are available in the library. the below table 5 depicts the availability of resources such as text books, reference books, newspapers, periodicals and CD-Rom etc. The results show that maximum number of (33.33%) respondents indicates text books and ranked first place and followed by newspapers were in the second place with 19.69 percent of the respondents' represents. the minimum number of (7.57%) respondents told that CD-ROM during the research period.

Table 5. Availability of resources in the Library

Sl. No	Purpose	No of Respondents	Percentage (%)
1	Text books	22	33.33
2	Reference books	11	16.67
3	Newspapers	13	19.69
4	Periodicals	15	22.74
5	CD-ROM	5	7.57
Total		66	100

6. Most preferred format using by the respondents

Table 6 represents the format wise resources which are available in the library and indicates that the resources are two types such as print as well as electronic resources. It is inferred from the below table that majority of 62.12 percent of the participants preferred print resources whereas 37.88 percent of the respondents prefer only online information resources.

Table 6. Most preferred format using by the respondents

Sl. No	Purpose	No of Respondents	Percentage (%)
1	Print	41	62.12
2	Electronic	25	37.88
Total		66	100

7. Purpose of using the Library

Table 7 shows that what are the reasons of accessing the library by the student community at NIRDPR. Based on the analysis, out of 66 respondents, the huge number of (36.36%) respondents was using the library for career purpose and followed by 18 (27.28%) respondents were using the library to gather the subject based information and only 4 (6.06%) users were using the library to update their current information.

Table 7: Purpose of using the Library

Sl. No	Purpose	No of Respondents	Percentage (%)
1	For career	24	36.36
2	To collect Subject information	18	27.28
3	More convenient than print resources	6	9.09
4	To prepare papers for journal / conference	5	7.57
5	For reference	9	13.64
6	To update current research	4	6.06
Total		66	100

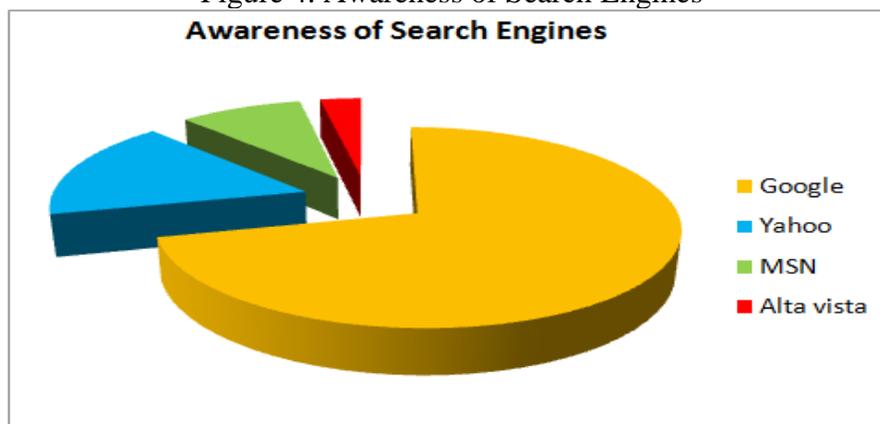
8. Awareness of Search Engines

Table 8 (fig.4) represents the awareness about the search engines such as Google, yahoo, MSN, Alta vista etc which are available through internet. It is inferred from the below table that the majority of 47 (71.21%) respondents were preferred Google search engine to search items available in the library and followed by 11 (16.67%) user society preferred Yahoo to search and browse the items and only 2 (3.03%) respondents were willing to use the Alta vista search engine. based on the results, we can understand that most of the respondents are well aware about the Google search engine during the research.

Table 8. Awareness of Search Engines

S. No	Search Engines	No of Respondents	Percentage (%)
1	Google	47	71.21
2	Yahoo	11	16.67
3	MSN	6	9.09
4	Alta vista	2	3.03
Total		66	100

Figure 4. Awareness of Search Engines



9. Usage of Search Pattern

Respondents were asked the question about the usage of search pattern during the research. Table 9 depicts that the majority of 31(46.97%) respondents were asking assistance from Librarian and other library staff members and followed by 17 (25.76%) respondents were getting library resources through the OPAC (Online Public Access Catalogue) facility. the small amount of 6(9.09%) user community prefer to get the information by way of the self learning methods such as browsing shelves etc.

Table 9. Usage of Search Pattern

S. No	Search Pattern	No of Respondents	Percentage (%)
1	General search	12	18.18
2	Through OPAC	17	25.76
3	Help with of LIS Professionals	31	46.97
4	Through self learning methods	6	9.09
Total		66	100

10. Usage of Electronic Resources

Table 10 describes the usage of online information resources in which respondents answered and shows in the table below. It is identified and noticed that the maximum number of 63 (95.45%) respondents preferred electronic resources and only few of 3 (4.55%) respondents were not preferred to use the online information resources owing to they were not attended orientation courses which are conducted by the Librarian.

Table 10. Usage of Electronic Resources

S. No	Opinion	No of Respondents	Percentage (%)
1	Yes	63	95.45
2	No	03	4.55
Total		66	100

11. Usage of kinds of E- Resources

Table 11 indicates the usage pattern of various kinds of electronic resources which are available in the library. The resources such as Internet faculty, Online databases, Electronic Journals and books, CD-ROM Databases and so on. It is analyzed based on the data and found that the maximum number of 36 (54.55%) respondents use the Internet facility and followed by 10 (15.15%) respondents were browsing the online databases facility and the small number of 5 (7.57%) respondents were using CD-ROM Databases.

Table 11. Usage of kinds of E- Resources

S. No	Kinds of E- Resources	No of Respondents	Percentage (%)
1	Internet	36	54.55
2	Online Databases	10	15.15
3	E-Journals	09	13.64
4	E- Books	6	9.09
5	CD-ROM Databases	5	7.57
Total		66	100

12. Purpose of accessing E- Resources

Table 12 represents that the purpose of accessing the online information resources and found out that the huge number of 25 (37.88%) user community prefer to access the resources for academic purposes and followed by 13 (19.69%) users preferred for their assignment purpose and another 12 (18.18) respondents prefer to access the electronic journals and its updates. it is noticed that only 7 (10.61%) respondents use the online resources for update their knowledge.

Table 12. Purpose of accessing E- Resources

S. No	Options	No of Respondents	Percentage (%)
1	For assignment	13	19.69
2	For Seminar	09	13.64
3	For academic purpose	25	37.88
4	For accessing e- journals	12	18.18
5	For update knowledge	7	10.61
Total		66	100

13. Problems while using the Electronic Resources

Table 13 shows the various problems faced by the respondents while accessing the library online resources. The problems such as lack of connectivity, slow speed, insufficient training, problems in downloading articles, lack of time and lack of awareness about Online Resources. the below table indicates that out of 66 students, the majority of 15 (22.73%) respondents were facing the problem like slow access speed while browsing the internet and followed by 14 (21.21%) respondents had lack of time to use the library resources and the least number of 7 (10.61%) respondents were getting difficulty in searching relevant information.

Table 13: Ranking of problems while using the Online Resources

Sl. No	Problems	No of Respondents	Percentage (%)
1	Lack of connectivity	8	12.12

2	Slow access speed	15	22.73
3	Insufficient training	10	15.15
4	Problems in downloading articles	12	18.18
5	Lack of time	14	21.21
6	Difficulty in searching relevant information	7	10.61
Total		66	100

14. Rating of Level of satisfaction

The below table 14 (fig.8) indicates the rating of the level of satisfaction regarding the usage of information resources by the respondents at NIRDPR. The results show that the major proportion of 35(53.03%) who were fully satisfied and followed by 12 (18.18%) user community reported their comments that they were satisfied and only 8(12.12%) respondents were not informed their opinion and said no comments.

Table 14: Level of satisfaction

Sl. No	Rating	No of Respondents	Percentage (%)
1	Fully satisfied	35	53.03
2	Satisfied	12	18.18
3	Dissatisfied	11	16.67
4	No Comments	8	12.12
Total		66	100

Figure 5: Level of satisfaction using University Online information



15. Suggestions to improve the Library services

Table 15 represents the suggestions about the information resources which are available in the NIRDPR Library to improve the resources and their services. The results reveal that huge number of 21(31.82%) respondents were suggested to develop the collection of materials such as books, journals, newspapers and other items. The next suggestion was to run the regular orientation programs for the user community (25.76%) to know about the library resources and activities which are provided by the LIS Professionals. Sixteen respondents were felt that there was no proper arrangement and shelving of books and only 12(18.18%) respondents were suggested to provide proper training to LIS Professionals to support the user community.

Table 15. Suggestions to improve the Library services

S. No	Suggestions	No of Respondents	Percentage (%)
1.	Collection development	21	31.82
2.	Regular orientation programs	17	25.76
3.	Proper training to LIS Professionals	12	18.18
4.	Arranging and shelving of books	16	24.24
Total		66	100

FINDINGS AND CONCLUSION

Based on the data given by respondents, the major findings are furnished below.

- It is found that the maximum number of 44 (66.67%) respondents was male and the rest of 22 (33.33%) were female.
- It is noted that the huge number of 48 (72.72%) respondents were first year post graduate candidates who are participated and the remaining 18 (27.28%) candidates from second year postgraduate students.
- It is examined that the major part of (54.55%) the respondents prefer to come to library every day for their own purposes and 57.58% of the students spends their time less than one hour in library
- It is identified that maximum number of (33.33%) respondents indicates text books and ranked first place and the minimum number of (7.57%) respondents told that CD-ROM.
- It is found that majority of 62.12 percent of the participants preferred print resources and the huge number of (36.36%) respondents was using the library for career purpose
- The majority of 31(46.97%) respondents were asking assistance from Librarian and other library staff members and followed by 17 (25.76%) respondents were getting library resources through the OPAC.

- The huge number of 25 (37.88%) user community prefer to access the resources for academic purposes and followed by 13 (19.69%) users preferred for their assignment purpose
- Out of 66 students, the majority of 15 (22.73%) respondents were facing the problem like slow access speed while browsing the internet and the major proportion of 35(53.03%) who were fully satisfied.
- The huge number of 21(31.82%) respondents were suggested to develop the collection of materials such as books , journals, newspapers and other items.

It is conclude that we know that the survey of information seeking behavior varies person to person and discipline to discipline. Most of the scientists and researchers have carried out investigation to study information seeking behavior of students and faculty members that it differs in terms of location, time, age group, environment, etc. According to discipline, libraries must try to provide suitable set of resources for each of the course or departments since students from various subjects. Moreover, as pointed out by Anwar (2007), “libraries should correctly identify the information-seeking behaviors as well as the information needs of their clients to be able to provide accurate information and services to their users through designing and implementation of new information systems.” In addition, according to Valizadeh-Haghi, Saeideh and Rahmatizadeh, Shahabedin (2018), Library and Information Science Professionals want to identify the users requirements and so as to provide necessary services to users with least time and cost.

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