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Abstract

Today, information has become a least necessity of everyday life. For anything and everything information is required. Information can be gathered from a variety of sources. Libraries serve as a center for providing the right information to the right people at all times. User studies are to be recognized as an important part of the information packages. Information providers such as libraries need to be aware of their information seeking methods in order that they might be able to provide better services. This paper intends to study the Information Seeking Behaviour of Women Library users in the university libraries Southern District of Tamil Nadu with reference to Alagappa, Madurai Kamaraj and MS universities. The respondents are women post-graduate students, women research scholars and women staff members. Data has been collected from a sample of 1200 respondents. The major objectives of the present study are to identify the women library users, their need of information, their frequency of visit, the amount of time they spent in the library, their usage of formal information sources and their usage of e-resources. The significance of the study is to analyse and evaluate facts and facets pertaining to the Information Seeking Behaviour of women students, scholars and faculty members in the university libraries in the southern districts of Tamil Nadu. The data collected have been analysed separately for each object and for each university. The main findings of the study are that only 45 percent to 67 percent of the women respondents visit library daily. Since library hours have not been allotted in the time table, many PG students visit library only during their leisure hours. Majority of the women respondents visit library in all the three Universities to collect information for their career development. The study reveals that majority of the PG students and research scholars

refer to e-resources to update their general knowledge as well current information about their subjects.

Keywords: *Information, Seeking Behaviour, E-resources, Universities.*

INTRODUCTION

This paper is a study on, “Information Seeking Behaviour of Women Library Users in University Libraries of Tamilnadu”. The essential components of librarians are to provide pin-pointed, exhaustive and expeditious information to users. Information is available in different channels, formats, languages and sources. It is essential for a librarian to know to what extent the information is useful to the user community in meeting their requirements. In any type of library, the user studies play a vital role in planning, designing and introducing new information services and in assessing their utilities. Information seeking behaviour, assessment of user needs and utility of information resources are various aspects covered in the user studies.

Dervin and Nilan (1986) described information need as a gap in individual’s knowledge in sense-making situation. According to Dervin (1989) “an information need is an impediment preventing an individual from moving forward in cognitive time and space. When a person is faced with gap that must be bridged by asking questions, creating ideas and obtaining resources. The concept of information need has been, classified into psychological, physiological needs such as food, water and shelter and cognitive needs such as the need to plan and learn a skill. Information is a critical need of users. It is also an essential ingredient to participate in the new ways of doing personal and academic activities. The types of information required by the women library users are social pragmatic information needs for coping with day-to-day life, Recreational information needs, professional information needs and educational inform needs.

INFORMATION SEEKING BEHAVIOUR

Information seeking behavior refers to the activities of a person who engages in identifying his or her own need for information, seeking for such information in any way with using or transferring of information. Information behaviour is the totality of human behaviour relation to the sources and channels of online communication with others as well as the passive reception of information. Taylor (1991) defines information seeking behaviour as the product of certain elements of the information user environment. The assumption formally

learned or not, made by a defined set of people concerning the nature of their work; the kinds of structure of the problems deemed important and typical by this set of people; the constraints and opportunities of typical environments within which any group or subgroup of this set of people operates and works. Based on the definition, Taylor believes that the information seeking behaviour of different groups of people is also different. Wilson (1999) defines the information seeking behavior as “those activities a person may engage in which identifying his or her own needs for information searching for such information in any way, and using or transferring that information. From the above definitions, the following inferences are drawn. Information seeking Behaviour is mainly concerned with who needs and what kind of information; It is an activity of an individual in pursuit information. It is closely related to the personal characteristics and traits of users.

SCOPE OF THE STUDY

The study is undertaken in the three universities situated in the southern districts of Tamil Nadu. There are eleven Universities affiliated by Arts and science Colleges in Tamil Nadu. For convenience the researcher has selected only three universities situated in the southern districts of Tamil Nadu. They are Manonmaniam Sundaranar University, Tirunelveli, Madurai Kamaraj University, Madurai, and Alagappa University, Karaikudi.

PERIOD OF STUDY

The study is undertaken from January 2016 to April 2016 for a Period of four months.

REVIEW OF LITERATURE

In many of the previous studies on Information seeking behavior, even though the respondents include both women and men, the title is given in general. There are only a few studies with reference to women respondents only. Hence, only four studies have been cited.

Panwar, B.S.& Vyas S.D.(1976) users survey of the women college libraries in their study explained a questionnaire which was distributed among UG,PG students and teachers of social science, library catalogue, shelf arrangement and leaders suggestions. Majority of the teachers suggested that current issues of journals should not be issued for home reading. Students suggested that number of text book and seating capacity should be increased.

Kemparaju and Tharamani Devi Studied extra curricular reading habits of PG lady students in 1988. This study was confined to 300 PG students of Bangalore University. The

data was collected regarding the extent of leisure time available, kinds of literature such as news papers, magazines, novels, and fictions, etc., subject interest preferred language favoured preferences from the point of view of local, regional, national and international coverage, write-ups, articles, editorials etc., which appealed most and the extent of satisfaction by the students belonged to different disciplines like science, social science and humanities. The findings indicated that at PG level, the students are more serious and would like to use their time worthwhile during vacations in reading. Among the various kinds of reading materials sought after news papers and magazines, books are increasingly read by the students. The interest of students in news papers and magazines are on sports, political news, film reviews, honor and social concepts. English language was preferred by majority of the students and kannada comes next. Majority of the students seem to be interested in national level publications. Majority of the students get their extra curricular reading materials through self purchase. Good number of lady students depend on University library to satisfy their extra curricular reading needs.

Vijayakumar, (2010) also studied the usage pattern of electronic based curriculum influencing the reading habit of the student and found that the 60 (10 percent) male students and 78(13 percent) females said that their curriculum recommends using e-resources and 144 (24 percent) males and 144 (24 percent) females said often and 42 (7 percent) males and 12 (2 percent) females said that their curriculum never recommends e-resources. Most of the students opine their curriculum recommends using e-resources.

Ramesh, R Praveen.K. and Nagarajan.M has also E-mail user Behaviour among the users in Engineering College of Puducherry: The study cleared that out of 660 Male respondents, 285 (26.31 percent) used g-mail, 224 (20.68 percent) use yahoo mail, 74 (6.8 percent) used rediff mail, and 77 (7.10 percent) used Hot mail whereas in the case of female from a total of 423 respondents 182 (16.81percent) used g-mail, 120(11.08 percent) used yahoo, 70 (6.46 percent) used redif and 51 (4.70 percent) used Hot mail.

METHODOLOGY

Since the Popularity of the study consisted of thousands of women Post graduate students, hundreds of Women research Scholars and teaching staff in each university, so population study was not possible. Because of time constrains random sampling technique was used in this study. Accordingly the questionnaires were administered to the women library users of the three universities selected for study and responses of the users were

solicited. Taking into consideration the total population and the number of teaching departments, a total of 1500 questionnaires were distributed to the women students, research scholars and staff of the three universities. Out of the 1500 questionnaires distributed, only 1200 questionnaires were received back fully completed. To administer the questionnaires, a pilot study was conducted. The questionnaire have been revised based on the result of the pilot study. The well designed questionnaire has been administered by the researcher directly to the selected samples. The collected data from the respondents were checked and analyzed according to the objectives.

OBJECTIVES OF THE STUDY

The following are the major objectives of the present study.

1. To identify the women library users with their frequency of library visit and their need for information
2. To identify the users with the time spent in the library.
3. To identify the users with the purpose of seeking information.
4. To identify the users by their usage of formal information sources.
5. To identify the users by their usage of e – resources.

SIGNIFICANCE OF THE STUDY

This study proposes to analyse and evaluate the several facts and facets pertaining to the Information seeking Behaviour habits of women students, women research scholars and women staff members using university libraries in the Southern Districts of Tamil Nadu.

SAMPLING TECHNIQUE

For the present study, stratified random sampling method was used for the selection of women library users from Alagappa university Karaikudi, Madurai Kamaraj University, Madurai and Manonmaniam Sundaranar University. Tirunelveli. Out of 1500 questionnaires distributed, only 1200 questionnaires were returned duly filled. Hence, 1200 ladies consisting of 750 PG students, 340 research scholars and 110 staff members formed the sample for the study. The details are given in the following table.

TABLE.1 UNIVERSITY -WISE DISTRIBUTION OF SAMPLE

S.No	University	No of PG students	No of Research Scholars	No of Staff Members	Total	Percentage
1.	AlagappaUniversity Madurai Kamaraj	200	100	30	330	27.50
2.	University	250	160	45	455	37.92
3.	MS University	300	80	35	415	34.58
	Total	750	340	110	1200	100

Source: Primary Data

TOOLS USED FOR DATA COLLECTION

For the purpose of the collection of primary data, a structured, close ended questionnaire was used. In addition, informal talk with knowledgeable persons interviews with library professionalists and observation technique were used for the collection of first hand information. Secondary data were collected from various books, journals, Magazines, news papers and unpublished M.Phil dissertations and Ph.D theses available in the libraries.

TOOLS USED FOR ANALYSIS

Information collected through survey was analysed by using statistical tools like tables, percentage and averages for the purpose of interpretation of the data analysed. Diagrams were also used for interpretation of the data analysed.

LIMITATIONS OF THE STUDY

The study is limited to only three universities covering the southern districts of Tamil Nadu. Out of the 11 universities affiliated by Arts and Science colleges in Tamil Nadu, a small sample of three universities covering 30% have been chosen for study. Secondly the study specializes on women library users only. Hence, the outcomes of the study cannot be generalized and is applicable only to the three universities chosen for study.

DATA ANALYSIS AND INTERPRETATION.

The population has been stratified into three categories of women library users as post graduate students, Research scholars and faculty members. With reference to the objectives framed, the data collected has been tabulated and analysed separately for each object and for each University. Hence, for the five objectives and for the three universities, (5×3 = 15) about

15 tables have been used for analysis. Simple statistical tools such as averages and percentages are used for interpretation of the data.

TABLE 2 FREQUENCY OF LIBRARY VISIT

To findout how often the respondents visit libraries to collect information five types have been selected that is, visit daily, once in a week, Twice in a week three times in a week and occasionally.

Table 2.A Frequency of Visit - Alagappa University

Frequency of Visit	PG Students	Research Scholars	Staff	Total	Percentage
Daily	145	72	05	222	67.27
Once in a week	15	0	07	22	06.68
Twice in a week	28	13	06	47	14.24
Thrice in a week	12	15	04	31	09.39
Occasionally	0	0	08	08	02.42
Total	200	100	30	330	100.00

Source: Primary Data

The table shows that a maximum of 67.27% of the women respondents visit library daily, about 72% of the research scholars and 16% of the staff visit library daily. Only about 27% of the stated that they visit library occasionally.

Table 2.B Frequency of Visit -Madurai Kamaraj University

S.No	Frequency of visit	PG Students	Research Scholars	Staff	Total	Percentage
1.	Daily	160	85	08	253	55.60
2.	Once in a week	10	12	16	38	08.35
3.	Twice in a week	65	15	12	92	20.23
4.	Three times a week	15	40	03	58	12.75
5.	Occasionally	0	08	06	14	03.07
	Total	250	160	45	455	100.00

Source : Calculated from primary data.

Table 2 (B) shows that a majority of 55.60% of the respondents visit library daily. About 85 research scholars covering 53.13% stated that they visit library daily. About 14 respondents from Madurai Kamaraj University stated that (03.07%) they visit library occasionally.

Table 2.C. Frequency of Visit - Manonmaniam Sundaranar University

S.No	Frequency of visit	PG Students	Research Scholars	Staff	Total	Percentage
1.	Daily	155	24	08	187	45.06
2.	Once in a week	60	16	12	88	21.20
3.	Twice in a week	20	18	06	44	10.60
4.	Three times a week	45	22	04	71	17.11
5.	Occasionally	20	0	05	25	06.03
	Total	300	80	35	415	100.00

Source : Prepared from primary data.

As far as ManonmaniamSundaranar University is concerned, a maximum of 45.06% of the respondents visit library daily and about 6% respondents visit occasionally. The analysis shows that only about 50% of the respondents in all the universities visit library daily. On enquiry, it was found that the PG students visit the library as per the library hours allotted in their time table.

Figure No.1 Frequency of visit – Manonmaniam Sundaranar University

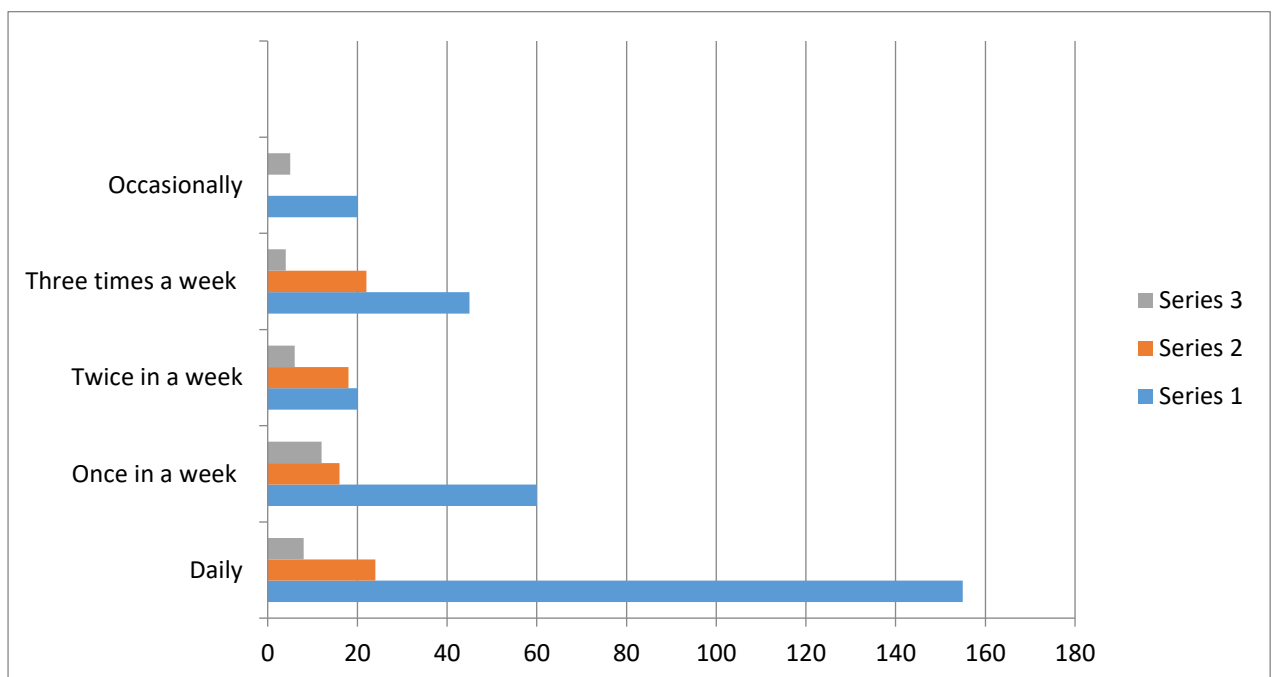


TABLE 3. HOURS SPENT IN LIBRARY

The second object was to collect information regarding the amount of time spent by the respondents in the library per visit.

Table 3.A. Hours spent in library-AlagappaUniversity

S.No	Hours spent	PG Students	Research Scholars	Staff	Total	Percentage
1	Less than 1hr	55	63	18	136	41.21
2	1 - 2 hrs	110	20	08	138	41.82
3	2 - 3 hrs	35	12	04	51	15.45
4	More than 3 hrs	0	05	00	05	01.52
	Total	200	100	30	330	100.00

Source : Primary Data.

Table 3(A) shows that in the Alagappa University about 136 respondents covering 41.21% spent less than an hour in the library per visit. But research scholars and staff members spent more than one hour in the library. It is seen from the table that even research scholars do not stay in the library for more than 3 hours except. 1.5% of the research scholars who are finalising their thesis work.

Table 3.B. Hours spent in library-Madurai Kamaraj University

S.No	Time spent per visit	PG Students	Research Scholars	Staff	Total	Percentage
1	Less than 1hr	182	25	26	233	51.22
2	1-2 hrs	54	34	08	96	21.10
3	2-3 hrs	09	56	06	71	15.60
4	More than 3 hrs	05	45	05	55	12.08
	Total	250	160	45	455	100.00

Source : Primary Data.

Table 3(B) shows that in case of Madurai Kamaraj University among women library users a maximum of 52% of the respondents spent less than one hour in the library. Among the 250 PG Students only 182 covering 72.8% spent less than one hour in the library. On

enquiry it was found that they go to library according to the time table. Secondly whenever a class is cancelled they may be asked to go to library. Out of 160 research scholars about 56 spent 2 to 3 hours and 45 spent more than three hours. When the scholars are in the final stage they spent more time in writing the thesis

Table 3.C. Hours spent in library-ManonmaniamSundaranarUniversity. Tirunelveli

S.No	Time spent per visit	PG Students	Research Scholars	Staff	Total	Percentage
1	Less than 1 hour	165	12	18	195	46.99
2	1-2 hours	64	18	08	90	21.69
3	2-3 hours	65	28	05	98	23.61
4	More than 3 hrs	06	22	04	32	07.71
	Total	300	80	35	415	100.00

Source : Prepared from primary data.

The analysis of data with regard to the women library users given in table 3(C) shows that 195 respondents. Out of 415 only 195 remain in the library for less than hour. About 22 scholars out of 80 covering 27.5% spent more than 3 hours in the library. A majority of them are Ph.D., scholars in the faculty of library and information science. Hence, they stay in the library premises from 10am to 5pm. Out of 35 faculty members 04 members covering 11.43% remain in the library for more than 3 hours. They are mostly by faculty members in the library and information science who are guiding Ph.D.,scholars.Many respondents stated that the facilities provided in the library for research scholars should be improved so that they can sit in the library continuously for more than 3 hours.

TABLE 4. PURPOSE OF SEEKING INFORMATION

The third object of the study was to collect data regarding the different purposes for which the respondents collect information. On enquiry it was found that the respondents collect information with regard to the following purposes for career development, to solve immediate practical problem, to keep uptodata and to write either an article or a research paper

Table 4.A. Purpose of Seeking Information-Alagappa University

S.No	Purpose of seeking information	PG Students	Research Scholars	Staff	Total	Percentage
1	For career development	100	08	06	114	34.55
2	To solve immediate/ Practical problem	30	06	04	40	12.12
3	To keep up to data					
4	To write article or Research paper	50 20	26 60	08 12	84 92	25.45 27.88
	Total	200	100	30	330	100.00

Source : Calculated from primary data

The data given in table 4(A) shows that 34.55 percentage of the respondents collect information for their career development. About 27.88% of the respondents collect information either to write an article or to write a research paper. About 25.45% of the respondents stated that they wanted to be up to date with latest knowledge and information.

Table 4.B. Purpose of Seeking Information-Madurai Kamaraj University

S.No	Purpose of seeking information	PG Students	Research Scholars	Staff	Total	Percentage
1	For career development	125	20	07	152	33.42
2	To solve immediate practical problem	45	18	06	69	15.16
3	To keep up to data					
4	To write article research paper	60 20	40 82	18 14	118 116	25.93 25.49
	Total	250	160	45	455	100.00

Source : Primary data

The details of women library users in the Madurai Kamaraj University depicted in table 4(B) shows that a majority of 33.42% of the respondents collect information for the purpose of their career development, another 26% collect information to keep themselves upto date with latest knowledge. Majority of the research scholars(82/100) and staff members (14/45) stated that they collect information for the purpose of writing an article for a journal or to write a research paper.

Table 4.C. Purpose of Seeking Information-M.S.University

S.No	Purpose of seeking information	PG Students	Research Scholars	Staff	Total	Percentage
1	For career development	150	10	05	165	39.75
2	To solve immediate practical problem	45	08	06	59	14.23
3	To keep up to data					
4	To write article	75	20	08	103	24.82
	/research paper	30	42	16	88	21.20
	Total	300	80	35	415	100.00

Source : Primary Data.

With regard to MS University, Tirunelveli table 4(C) shows that a majority of 103 respondents out of 415 covering 24.85% seek information to keep themselves upto date with latest knowledge. About 165(39.75%) respondents have stated that they seek information for career development. More than 50% of the research scholars and 16 out of 35 staff members were seeking information to write either a research paper or to write an article to a journal.

TABLE 5. USE OF FORMAL, INFORMATION SOURCES

The fourth object was to study about the use of different information sources by the respondents. The sources selected for study were: Books, Periodicals, reference sources, thesis, project work, conference proceedings and e-resoruces.

Table 5.A. Use of Formal, Information Sources - Alagappa University

S.No	Purpose of seeking information	PG Students	Research Scholars	Staff	Total	Percentage
1	Books	112	05	02	119	36.06
2	Periodicals	24	12	06	42	12.73
3	Reference sources	16	11	08	35	10.61
4	Thesis and project works	24	60	09	93	28.18
5	Conference proceedings	16	12	05	33	10.00
6	E-resources	08	00	00	08	02.42
	Total	200	100	30	330	100.00

Source : Computed from primary data

In the case of Alagappa university about 36.06 percent of the respondents refer mainly to books, another 28.18% refer to thesis and project reports. About 12.73 percent refer to periodicals. Majority of 60 percent of the research scholars refer to previous thesis and project reports for information. About 2.42% refer to e-resources.

Table 5.B. Use of Formal, Information Sources - Madurai Kamaraj University

S.No	Purpose of seeking information	PG Students	Research Scholars	Staff	Total	Percentage
1	Books	132	08	03	143	31.43
2	Periodicals	32	20	09	61	13.40
3	Reference sources	20	24	13	57	12.53
4	Thesis and project work	34	98	15	147	32.31
5	Conference Proceedings	22	10	05	37	08.13
6	E-resources	10	0	0	10	02.20
	Total	250	160	45	455	100.00

Sources : Calculated from primary data.

The analysis of the data in table 5(B) shows that in Madurai kamaraj university about 132 post graduate students covering 52.80% mainly refer to books. About 98 research scholars out of 160 covering 61.25% refer to thesis and project reports for collection of information. Majority of faculty members refer to thesis and project works for information. In M.K university majority of the respondents seek information through thesis, project work and Books.

Table 5.C. Use of Formal, Information Sources – M.S.University.

S.No	Information sources	PG Students	Research Scholars	Staff	Total	Percentage
1	Books	152	04	02	158	38.07
2	Periodicals	38	10	06	54	13.01
3	Reference sources	27	12	09	48	11.57
4	Thesis and project works	48	49	12	109	26.27
5	Conference proceedings	30	05	06	41	09.88
6	E-resources	05	0	0	05	01.20
	Total	300	80	35	415	100.00

Source : Calculated from primary data.

Women library users with reference to Manonmaniam Sundaranar university has been detailed in table 5 (C). It is found that a maximum of 158 covering 38.07 percentage referred to books and another 26.27% referred to thesis and project works for information sources. The research scholars and faculty members depended mainly on previous theses and project works. About 50% of the post graduate students depended on books as source of information.

TABLE 6. USAGE OF E -RESOURCES

The final objective of the study was to identify the users by their usage of e -resources in the three universities functioning in the southern districts of Tamil Nadu. For the purpose of study the following four e-resources have been taken. Viz; E-journals, E-Books, CD/DVDS & CD ROM database and Audio-visual resources.

Table 6.A.Usage of E-Resources - AlagappaUniversity

S.No	Use of E-resources	PG Students	Research Scholars	Staff	Total	Percentage
1	E - journals	70	35	12	117	35.45
2	E – Books	62	30	08	100	30.30
3	CD/DVDS/CD ROM database	46	23	06	75	22.73
4	Audio – visual resources	22	12	04	38	11.52
	Total	200	100	30	330	100.00

Sources :Computed from primary data.

The final object was to find out how many of the respondents use e -resources. The analysis shows(table 6 A) that in the Alagappa university about 117(35.45%) women library users have used e-Journals and 30.30% used e-books, About 22.73% and 11.52% used CD/DVDS and Audio-visual resources respectively. Majority of the research scholars 65 (65%) out of 100 used e-journals and e-books for collection of data.

Table 6.B.Usage of E-Resources - Madurai Kamaraj University

S.No	Use of E-resources	PG Students	Research Scholars	Staff	Total	Percentage
1	E - journals	90	52	18	160	35.16
2	E – Books	77	46	12	135	29.67
3	CD/DVDS/CD ROM database	56	34	09	99	21.75
4	Audio – visual resources	27	28	06	61	13.42
	Total	250	160	45	455	100.00

Source : Primary Data.

Table 6 (B) shows that in the Madurai kamaraj university, out of the 455 women library users 160 (35.16%) used e-journals and 135 (29.67%) used e-books. Among the research scholars 52(32.50%) scholars used e- journals and another 46(28.75%) scholars used e-books for collection of data.

Table 6.C.Usage of E-Resources - MS University

S.No	Use of E-resources	PG Students	Research Scholars	Staff	Total	Percentage
1	E - journals	105	26	15	146	35.18
2	E – Books	93	23	09	125	30.12
3	CD/DVDS/CD ROM database	69	17	07	93	22.41
4	Audio – visual resources	33	14	04	51	12.29
	Total	300	80	35	415	100.00

Sources : Calculated from primary data.

In case of MS university, Tirunelveli the data displayed in table 5 (C) shows that a maximum of 146 out 415 respondents covering 35.18 percent used e – journals and another 125 respondents covering 30.12% used e-books. The research scholars 49(26+23) out of 80 covering 61.25 percent depended on e – journals and e – books for their source of information.

FINDINGS OF THE STUDY

The following are the major findings of the study.

1. In the case of Alagappa university 67.27% of the respondents visit library daily whereas in the Madurai kamaraj university 55.60% and in the Manonmaniam Sundaranar university 45.06% visit library daily.
2. With regards to the amount of time spent in the library, the women library users in the Alagappa University about 136 (41.21%) respondents spent less than an hour per visit. Only 5 (01.52%) research scholars spent more than 3 hours in the library per visit. In the case of Madurai kamaraj university 45 research scholars covering 28.13% spent more than 3 hours in the library. In the case of MS university 22 scholars covering 27.50 percent spent more than 3 hours in library per visit.
3. With regard to the purpose of visit, the analysis shows that in all the three universities majority of the respondents visit libraries to collect information for their career development viz; 34.55% and 39.75% respectively.
4. The respondents from all the three universities have stated that they used books, periodicals, previous thesis and project reports as sources of information. The

research scholars in all the three universities depended mostly on thesis, project works, books and conference proceedings.

5. The analysis has also revealed that the library users have used e-resources such as e-journals, e-books and Audio-visual resources for references.

SUGGESTIONS

The following are some of the suggestions offered by the women respondents for improving facilities in the libraries of the Universities

1. Libraries should make available or increase e – books, e-journals, abstracts and provide database services in on – line and offline.
2. The libraries should provide orientation program. It is suggested that advanced training for users at different levels should be started. The content of training programs should be; (a) basic introduction to library services and facilities; (b) using OPAC; (c) methods and tools for searching information resources; (d) using internet; (e) using online and CD-ROM database; (f) using electronic journals; (g) introducing reference books and (h) introducing appropriate indexes and abstracts.
3. Libraries should take initiatives to prepare a list of subject websites that are useful to the users.
4. Computer printout and CD writing services should be provided with normal charges at the university libraries.
5. Links to open access repositories, data bases and online journals should be provided on the library web page.

CONCLUSION

Libraries must understand information seeking behaviour of users to re-engineering their services and provide information efficiently. The results of this study reveal that the women library users are satisfied with library collections and services but they want training in the use of online information. Although document delivery service is being provided on demand, the researchers pointed out that it would be worthwhile if the library could provide the users with indexing abstracting and inter library loan service as well user education about library using must be carried out as a seminar or workshop training.

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