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User pattern of Libraries by students of Government colleges in Tamilnadu : A Study

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: A Study

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ABSTRACT

The present study focuses on the information seeking behavior of students at Government Colleges in Tamilnadu and for this data was gathered by the questionnaire method and randomly selected the students. The overall purpose of the study was to determine what their information requirements and also determine their awareness of library services available to them. Data were gathered from 682 students out of 700 through open and closed questionnaire. Findings recommends that guidance in the use of library resources and services is necessary and web searching and retrieval skills be organized at regular intervals to help students meet some of their information requirements.

Keywords: Information Seeking Behavior, Library Resources, ISB, Digital Environment and Govt. College, Documentary Delivery.

Introduction:

Information is power. It is a vital source for human beings for living a prosperous life on the earth. The process of information acquiring, using and implementing information are known as information seeking behavior. Information seeking behavior (ISB) is a favorite subject of research by library and information scientists.ISB is an important part of user studies which studies the casual relationship between the user of information and the information systems **(Chavan, 2014)**. According to **Wilson, 2000**information seeking behavior as the totally of human behavior in relation to sources and channels of information, including both active and passive information seeking and information use**.** The library is the most widely used source of information available to literate societies. Librarian must be aware of the kind of information being sought and how it can be obtained.**(Pareek&Rana,2013).**

Technological advancement and innovations have changed today's libraries from store house to gateways of information (ICT) has completely changed the scenario of traditional libraries and meaning of storage, preservation and dissemination.

Government Colleges in Tamil nadu : An Introduction

At present, out of the 686 arts and science colleges in Tamil Nadu, only 80 are government colleges where only a nominal amount is collected as the tuition fee. Today Govt. college's is a unique "A" Grade Accredited by NAAC with CPE status which offers bachelor's general course in Science, Humanities and Business studies besides these courses it offers Post graduate courses in Mathematics and Computer Application Sciences and many courses.

Review of Literature

Title:

Human Information Behavior **T.D. Wilson 2000**, The aim of this paper is to review some of this research and to point to findings that enable the system designer to put the design process in the wider context of the user in the organization.

Objective:

The mainly document-focused studies of the period between 1948 and, say, 1965, were followed by attempts to explore information needs. One of the most rigorous of these was a major study carried out in 1972-73 in Baltimore, U.S.A. into the information needs of ordinary citizens (Warner, et al., 1973). In terms of overall research design and development of the research instrument, this study stands as a bench-mark for large-scale investigations of this kind. The study addressed the following issues:

1. What are the information needs of the urban community.

2. How are these information needs presently satisfied.

 3. Could institutional forms be devised to better satisfy these needs

Findings:

Some degree of integration of different models is now taking place. Wilson (Wilson, 1999) has proposed a problem solving model as a way of integrating the research in the field and has also proposed a global model of the field (Wilson, 1997). The former perceives information seeking, searching and use as associated with the different stages of a goal directed problem-solving process, the stages being: problem recognition, problem definition, problem resolution, and (where needed) solution statement. He suggests that both Kuhlthau's stages and Ellis's characteristics can be related to this model. The global model (Figure 1) of the field is, perhaps, worth showing here as it brings together some of the ideas that have been presented in this paper.

Title:

Dhyani (1974) conducted a survey of 100 readers at Rajasthan University library, Jaipur. The study revealed that generally the readers showed interest in using the library at the college level. However, only a few made use of the library at the university level.

Objective:

The users who were surveyed did not clearly reveal that there was general ignorance about the subject approach of the catalogue. The survey recommended that library instruction should be imparted to the students, reference services by competent staff should be given, every member should be given a library handbook, library service should be properly organized, and documentation list including current awareness list should be circulated. A recent university library survey indicated that both librarians and the user community have only imperfect knowledge about each other; supply or provision of library service is made not according to the real demand, no effective demand exists for the major portions of the supplied resources and services, and both library resources and library personnel are not fully utilized or employed due to misallocation of resources and manpower.

Findings:

A study measuring the user satisfaction over the important services offered by the Central Library, Sambalpur University was undertaken30. The services evaluation covered the document acquisition policy, document delivery service, technical processing and documentation service offered by the library. The users community included only staff members of the postgraduate teaching departments.

Objectives of the study

The main objectives of the study are:

1. To explore the information seeking behavior of the students at Govt. Colleges in Tamil nadu
2. To determine the students level of satisfaction.
3. To find out the awareness and use of library resources by the students.
4. To find out the awareness of the library services.
5. To know the main purpose of information seeking behavior.
6. To ascertain users opinion regarding usefulness and adequacy of information sources and services.

Methodology

The Target in the study was students at Govt. Colleges in Tami nadu (Arts & Engineering). A survey method was used for data collection. A total of 700 questionnaires with

open and closed ended questionnaires on information seeking behavior of students were distributed randomly to respondents at library and class rooms. Out of 700, 682 filled in questionnaires were returned by the users with overall response rate 94%. 18 questionnaires were rejected due to incomplete information.

The data gained from the responses were analyzed, classified and tabulated to understand student's information seeking behavior and information needs by employing statistical methods.

Data Analysis

1. **Type of Students**

Questions like name, gender, and educational qualification were asked, Undergraduate student out of 628 respondents, 471 (75%) were male and 157 (15%) were female, and Post graduate student 36 (67%) were male and 18 (33%) were female

Table 1 indicates 92% respondents are undergraduate students followed by 8% Post Graduate students.

Type of Students	Undergraduate	Percentage	Post Graduate	Percentage
Male	471	75%	36	67%
Female	157	25%	18	33%
Total	628	100%	54	100%
Overall	628/682	92%	54/682	8%

Table 1. Type of Students

2. **Frequency of Library Visit**

Respondents were asked whether they visit library daily/weekly/monthly. As shown in Table 2 the majority of students 12% visit the library daily followed by 16% of students visit library weekly while 3% come library monthly. It indicates that library is being used by the students mostly.

Frequency	Respondents	Percentage
Daily	264	39%
Weekly	352	51%
Monthly	66	10%
Total	682	100%

Table 2 Frequency of Library visit

3. Purpose of Library Visit

In response to this table 3 indicates that 60% students borrowing study material, 20% uses reference material for completion of projects/ assignments, 4% uses the online databases/ journals for completing research work, 10% came to update their knowledge and 6% have other purposes like reading newspaper and internet surfing to know new arrivals.

Purpose	Respondents	Percentage
Borrowing Study Material	409	60%
Reference Material	136	20%
Online databases/ Journals	28	4%
For updating knowledge	68	10%
Newspaper / Internet	41	6%
Total	682	100%

Table 3. Purpose of library visit.

4. Inspiration to make use of the Library

Table 5 reveals that the majority of respondents make use of library for completion of their degrees i.e. 45%, 27% make use for availability of materials, 15% for easy access of materials, 5% because of their reading habit and 8% of respondents for atmosphere.

Makes to use the library	Respondents	Percentage
Completion of degree	307	45%
Availability of material	184	27%
Easy access of material	102	15%
Reading Habit	34	5%
Atmosphere of the library	55	8%
Total	682	100%

Table 4. Inspiration to make use of the Library.

5. Time spend by respondents in library

Table 6 represents majority of respondents spending time 1 to 2 hours in library i.e. 35%, 25% spend 15 to 30 minutes in the library. 30% respondents spend less than 15 minutes and least number of respondents spends more than 2 hours.

Time	Respondents	Percentage
1 to 2 hours	238	35%
15 to 30 minutes	171	25%
Less than 15 minutes	205	30%
2 hours or more	68	10%

Table 5. Time spend by respondents in library.

6. Methods of searching information

In response of methods of information seeking table 7 represents that subject experts, library and internet are the most reliable sources for seeking their information. While friends/ colleagues are less used by students for seeking their information.

Sources	Respondents	Percentage
Subject experts	307	45%
College Library	205	30%
Internet	102	15%
Friends/ Colleagues	68	10%
Total	682	100%

Table 6. Methods of information seeking.

7. **Satisfaction of user in library service.** Table 8 indicates that borrowing facility, reference books, journals/project reports are being utilized mostly while e-resources are used marginally. It shows that there is a necessity to create awareness among users to use e-resources.

Sources	V.Good	Good	Fair	Poor
Borrowing Facility	460	150	50	22
Reference Service CAS/SDI	40	120	460	62
Journals & Reference Books	137	200	235	110
Project Reports	80	188	221	193
Issue /Return	250	301	78	53
Indexing services	45	100	167	370
Abstracting Services	60	145	190	287
Translation Services	14	20	55	593

Table 7. Use of Library Sources & Services

8. Purpose of using information

Table 9 shows that in response of purpose seeking information that to keep up-to-date, Completion of degrees, for career development and projects/assignments by the respondents. Problem solving and general awareness are another purpose of seeking information which have less preference.

Purpose	Respondents	Percentage
To keep-up-to date	464	68%
Completion of degree	477	70%
For career development	375	55%
Preparing Project reports/Assignments	273	40%
General awareness	239	35%
Solving the problem	171	25%

Table 8 .Purpose of Seeking Information.

9. Problems faced in using Library.

Table 14 indicates that during library visit 25% respondents found that there is lack of latest information material according to their syllabus, 40% don't know how to use e- resources, 15% don't know how to search document or other material in library, 10% respondents are facing the problem that opening hours arenot sufficient, 5% are not familiar with OPAC and 2% Comments that library staff are not helpful, 3% of respondents do not have time. On the basis of findings a collection development policy & users awareness programme are necessary for maximum utilization of the library.

Problems	Respondents	Percentage
Lack of latest information material	171	25%
Don't know how to use e-resources	273	40%
Lack of knowledge how to search	102	15%
Opening hours are not sufficient	68	10%
Not know how to use OPAC	34	5%
Library staff not supportive	14	2%
Don't have time	20	3%

Table 9. Problems faced in using Library.

Findings & Suggestions

In this study 682 respondents of Govt. Colleges in Tamil nadu were surveyed which investigates that library services are being utilized. Students use variety of information sources for their academic purposes. Books and internet are considered mostly. Students perceived that library plays an effective roll in meeting their needs. They also prepare to consult library first and subject experts. It was also noted that there was little awareness of e- resources available in the library. Majority of the respondents are accessing internet using mobile phones but few access the internet in library and internet café.

Suggestions

In the light of findings of the study following suggestions are made to improve the effectiveness & quality of library and improve the user satisfaction level.

1. Govt. Colleges in Tamil nadu library needs to promote awareness and use of electronic information resources.
2. The library needs to increase general & reference collections to fill the needs of the students.
3. More number of reference sources in different languages should be included in the collection of the library.
4. Need of initial orientation workshops and ongoing seminars for students to train them in using resources so that utilization of resources and services is maximized.
5. In library computer networks should be developed and access of e-resources should be available.
6. Need to concentrate on proper book shelving and its preservation.
7. Document Delivery services should be increased.

Conclusion

Libraries must be more users centered rather then system centered; the usage of Govt. Colleges in Tamil nadu library, its resources & services need to be increased. Student oriented information resources such as text books, reference, material, journals, internet facility, database etc, should be facilitated. Although students accepted that library provides them effective and useful services. Importantly, the library should conduct information seeking behavior studies at regular intervals to develop effective user cantered library and information services.

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