Information Seeking Behavior and Information Needs of College Library Users: In DKMM Homeopathic Medical College, Aurangabad

ShilpaVikram Kharat[1]; Dr. Siddiqui Eraj Azeeza[2]

Research Student[1]; Librarian, Dr. Rafiq Zakaria College for Women, Aurangabad [2];

skharat.05@gmail.com, Siddiquieraj@gmail.com

ABSTRACT

A library is a collection of sources of info and similar resources, selected by experts and made accessible to a defined community for reference or borrowing. This study finds out the users awareness, use of resources & services, to create new products and services to the users for their satisfaction. The present study is expected to help the library authorized to adopt the suitable strategies to develop their collection building and providing more efficient library services. The study has been undertaken to ascertain the use of library resources and services by the college students' lectures and staffs.

KEYWORDS: Library Resources, Library Services, Users Approach, User Needs.

INTRODUCTION

A library is organized for use and maintained by a public body, an institution, a corporation or a private individual. Public and institutional collections and services may be intended for use by people who choose not to or cannot afford to purchase an extensive collection themselves, who need material no individual can reasonably be expected to have, or who require professional assistance with their research. The present study about Dakshin Kesri Muni Mishrilalji Homeopathic Medical College (DKMMC), Aurangabad. The DKMM college central library established in the year of 1989, it's the biggest library in the state amongst Homeopathic College. In addition to providing materials, libraries also provide the services of librarians who are experts at finding and organizing information and at interpreting information needs. Libraries often provide quiet areas for studying, and they also often offer common areas to facilitate group study and collaboration. Libraries often provide public facilities for access to their electronic resources and the Internet. (Wilson, T.D.1981).

The success of a library can be measured not by its attractive building or by well selected documents, but by the extent of use of its resources and services. Information is a source of power and, increasingly, the key to prosperity among those with access to it. The resources and services of libraries are channelized for users. It is very important to meet the information needs of such users-mostly the teachers and the students in the college. Due to rising demands of information diversity by different users, the onus is upon the libraries to develop newer methods of organizing information and newer services to meet the specialized information needs of the users, using ICT and telecommunication methods. The planned development of a library requires the conduct of user surveys to serve the patrons better, and provide an organized and accessible collection of resources needed to meet the educational and instructional needs of the user community (Hakimi,R;Tabasi,M.A.&Samadzadeh,G.R.;al.2015) To ensure this, there is an urgent need to understand the complex process of information seeking behavior of the users, which is a very vital link in the chain of operations in a library development process, from information gathering to information dissemination and to achieve maximum utilization of library resources. The present study is one such in this direction which will highlight the user's needs and approaches to library re-sources and services. The results of the study will invar-ably help in designing effective user-friendly library services directed towards the lectures and students and staffs of colleges so as to obtain their satisfaction and optimum use of the libraries. (Wilson, T.D.1996).

THE PRESENT STUDY AND ITS OBJECTIVES

This study has been undertaken to ascertain the use of the resources and services of the college library of DKMM Homeopathic Medical College, Aurangabad and its use by the teachers and students of the institution. It is an attempt to find the users awareness and use of resources and services and their satisfaction. The purpose of the present study is to identify the information needs and demands of the library users of the college and also to bring out the way the users make use of the collections and services of the library. It also investigates problems and the extent of time spent by the user in obtaining the required information with the channels and mediums used are also analyzed along with their dependence on the library and different types of information sources. (Biswas, S.C. and Sinha, M.K. 2016).

METHODOLOGY

The study is based on the questionnaire survey method. The questionnaire was conducting both open and ended questions. In the present study, a total of 100 users selected randomly amongst the lecturers, students, from every departments and few non-teaching staffs as well as ascertain the users' behaviors and information needs & library use.

DATA ANALYSIS AND FINDINGS

The data collection for the present study is done by distributing total 100 questionnaires from the DKMM Homeopathic College Aurangabad, from 90 were received back duly filled in which shows that the 90% responses.

1. Category Wise Classification

Table 1 - Category Wise Classification

	Category	No. of responses	Percentage
1	Students	67	74.45%
2	Lectures	18	20%
3	Staffs	1. 05	5.55%

The data analyzed in this above Table.No.1 shows that, categories wise classification which is distributed 90% respondents, the highest 74.45% respondents' students, 20% respondents are lectures and lowest 5.55% of staff.

2. Purpose of Information Need

The purpose of information need from simple classroom teaching & learning to complete the research work, to prepare for examination. There options are written in questionnaires. It has been provide other purpose for which they search information.

Table 2 - Purpose of Information Need

	Purpose of Information Need	No. of responses	Percentage
1	for teaching purpose	47	52.22%
2	for learning purpose	05	5.55%
3	for writing article/seminar paper	13	12.44%
4	for writing assignments	07	7.77%
5	for writing research activities	18	20%

The data analyzed in this above Table.No.2 shows that, the relevant purpose for which the user's information need. It indicates that majority of the students, lectures and staffs need information for class lectures and preparing for exams, so the high response 52.22% ,learning purpose 5.55%, for writing purpose 12.44%, for writing assignments 7.77% and for writing research activities20% responses.

3. Need of Library

According to Dr. S.R. Ranganathan the 5th law of library science, "library is growing organism." Library is full of knowledge so, library play important role in knowledge and information development of students lectures and staffs of DKMM college Aurangabad.. So, library is a necessity to fulfill all information needs

Table 3 -   Need of Library

	Necessity of Library	No. of responses	Percentage
1	Yes	90	100%
2	No	-	-

Thus, the data analyzed in this above Table.No.3 shows that, the DKMM college library are used by the user's students, lectures, and staffs, thereby giving a 100% response.

4. Visit to the Library

Use of library services and library resources, it has been necessary to know about information need of the uses. The students, lectures, and staffs are regularly used the DKMM college library and their information needs. Hence, the below table no. 4 shows that how the users frequently visit to the library.

Table 4 -   Library Visit

	2. Visit to the library	No. of responses	Percentage
1	Daily	66	73.33%
2	Weekly	38	42.22%

3	Fortnightly	23	25.55%
4	Monthly	11	12.22%

The data analyzed in this above Table.No.4 shows that, the highest number of users visit to the library as daily 73.33%, weekly 42.22%, fortnightly 25.55 and lowest monthly 12.22%.

5. Library Services

The library services to be provided to developed after assessing the information needs of users to change the time. Library services must be evaluated and revised in the changing perspective of information needs. The academic libraries have to do planning of such services to help library services as students, lectures and staffs research scholars to develop and increase skill in searching required information from the library collection. (Olalekan, A.A., Igbiovia, M.O. and Esther, S.O.2015). The following types o services provided by the library which shows as follows;

Table 5 - Library Services

	Library services	No. of responses	Percentage
1	Circulation service	87	96.66%
2	Bibliographic service	62	68.88%
3	Reference service	35	38.88%
4	Electronic document delivery service	60	66.66%
5	CAS/SDI	24	26.66%
6	Reprographic service	88	97.77%

Thus, the data analyzed in this above Table.No.5 shows that, the different types of library services are provide to the users such as highest rank 97.77% Reprographic service, 96.66% Circulation service, 68.88% Bibliographic service 66.66% Electronic document delivery service, 38.88% Reference service, and the lowest 26.66% CAS/SDI service.

6. Use of library catalogue and OPAC

The library development and collection of library, the catalogues becomes an essential and important role to locate the desired material from the books. It informs to the users what type and kind of document are available and where they are located. OPAC is an online public access catalog. It's an online database of materials held by a library or group of libraries. Users search a library catalogue principally to locate books and other materials available at a library.

Table 6 - Use of library catalogue and OPAC

	No. of responses	Percentage
Use of library catalogue and OPAC	Yes = 62	68.88%
	No = 38	42.22%

The data analyzed in this above Table.No.6 shows that, the finding of above analysis is that majority of users are able to use the catalogue without difficultly, there by 68.88% and minority 42.22% of OPAC.

7. Use of information Sources

Information required for both teaching and research purpose. Information sources can be known as primary, secondary and tertiary. Those sources might be information provided knowledge about it.

Table 7 - Use of information Sources

	Use of information Sources	No. of responses	Percentage
1	Textbook	74	82.22%
2	Magazines/periodicals	50	55.55%
3	Research report	16	17.77%
4	Conference proceeding	27	30.00%
5	Abstract/Indexes	10	11.11%

Thus, the data analyzed in this above Table.No.7 shows that, the use of information sources such as- Textbook 82.22%, Magazines/periodicals 55.55%, Research report 17.77%, Conference proceeding 30.00% and Abstract/Indexes 11.11%.

8. Internet connectivity

Computers are connected to the internet communicate by using the internet protocol which slices inform into packets and routes them to their destination. The computers on the internet and there are now millions of internet hosts are connected by cable phone lines, and satellite connections.(Patil,H.J. and Dalve Patil,D.T.2015) The internet connection in DKMM college library to analysis an alternative yes or no was put in the below table no.8.

Table 8 - Internet connectivity

Internet connectivity	No. of responses	Percentage
Yes	85	94.44%
No	0	0

The data analyzed in this above Table.No.8 shows that, the users are respondent positively about having internet connections in DKMM college library, there by its indicating 94.44% responses for internet connection.

CONCLUSION

For planning effective library sources and services it is necessary to assess the information behavior and needs of the user community. The management of library services, the decision-making and problem-solving, is linked with the planning. The present study of information needs and information behavior of the users groups under study. An idea about the users approach to library resources and services faced by them in seeking information. This survey of information seeking behavior of students, lectures, and staffs of DKMM Homeopathic library shows the detailed about the information need and library awareness. Thus, the present study has highlighted some important facts about users' behavior, their specific needs and requirements library visit, used of library catalogue and OPAC, and internet connection etc, among the users of DKMM Homeopathic college library Aurangabad.

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