Information Seeking Behaviour of Students and Faculties Members in Modern Era: A study of Government Colleges in North Goa

Dissertation submitted in partial

fulfilment of the requirements of the

Goa University for the degree of Master of Library

and Information Science

By

Miss Mayuree Govind Chari

Enrollment Number

22P034002

Under the supervision and guidance of

Mr. Rohan Parab

Presented for viva-voce on 28/4/2023

PROGRAMME DIRECTOR
LIBRARY AND INFORMATION
SCIENCE
D. D. Kosambi School of Social Sciences
& Behavioural Studies
Goa University

D.D.Kosambi School of Social Science and Behavioural Studies

Library and Information Science Programme

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<u>Certificate</u>

This is to certify that this dissertation entitled "Information Seeking Behaviour of the Students and Faculties in modern era: A study of Government Colleges in North Goa" submitted by Miss Mayuree G Chari in partial fulfilment of the requirement of the Degree of Master of Library and Information Science Programme of Goa University is her own work carried out under my Guidance and worthy of Examination.

Rohan Parab

Guide and Assistance Professor

Library and Information Science Programme

Goa University

Declaration

I declare that this dissertation entitled "Information Seeking Behaviour of the Students and Faculties in modern era: A study of Government Colleges in North Goa" submitted by Miss Mayuree G Chari in partial fulfilment of the Degree of Master of Library and Information Science of Goa University, has been prepared by me and not previously formed the basis for the award of any degree or other similar titles.

Date: Mayuree Chari

Place: Library and Information Science Programme

Goa University

Acknowledgement

At the outset, I attribute the successful completion of this dissertation to God for giving me the strength and energy, without which I would not have been able to complete this dissertation.

I would like to take this opportunity to express my gratitude and indebtedness to Mr. Rohan Parab, guide and Assistance Professor at Library and Information Science Programme, Goa University for his continuous inspiring supervision, scholarly guidance, consistent encouragement, wholehearted support, throughout the course of this investigation, preparation of dissertation and successful completion without which this would not have been possible.

It's my privilege to avail this opportunity to express my thanks to all the librarians of Goa, which was taken for research for supporting and giving me, all the relevant data and valuable information which was needed for carrying out this dissertation by filling out my questionnaire without which it would not have been possible to conduct good research on my topic.

A very special thanks goes to my family for their constant moral support and encouragement.

Finally, I would like to thank all other people who are not listed above but in one way or another enabled the success of this study.

Mayuree G Chari

Chapter 1

INTRODUCTION

Background of the study

In todays present modern era the ability to switch from traditional to internet-based services is a result of new information technology for libraries and information centers. User's studies are used to create any library system or service, which is crucial for providing services to the community of information users. To understand the information, needs of the user is the essential context in order to understand its different components, their difficulty, what they expect from the library. User behavior towards the information can be observed particularly with the connection with gathering, seeking, utilizing the information that they get. Today, information centers and libraries can be considered as the main sources of information. Information seeking behavior remains an important research area. Libraries and other information providers strive to understand user's information needs and how they try to fulfill these needs. Information seeking behavior is an area of active interest among many librarians, information scientist, communication scientist, sociology, and psychologist. Information seeking behavior results from the recognition of some need, by the user, whom as a consequence maker depends upon formal system such as libraries, information centers, and online services; or some other persons in order to satisfy the perceived need. User makes use of different methods to retrieve the information from the library. Information seeking preference varies on the basis of printed materials to e-resources.

Information

Information is the communication or reception of data or intelligence, something obtained or received through informing, the process by which the form of an object of knowledge is impressed upon the apprehending mind to bring about the status of knowing"

Information is an assemblage of data in a comprehensible form capable of communication. This may range from content in any format – written or printed on paper, stored in electronic databases, collected on the internet, etc. for the personal knowledge of the staff of an organization.

DEFINITION

The term information has been derived from two Latin words 'formation' and 'forma' and both the terms convey the same meaning of giving shape to something and of forming a pattern. 'Information' was also Latin synonymous for 'news'.

Dictionaries define information as an action of telling or fact of been told of something new, intelligence or knowledge. Information is an organization of data in a comprehensive form capable of use. The term information is used as a noun meaning content of a message, irrespective of its manifestation and length of exposition. Information occurs independently of us and causes changes to our attitudes and levels of knowledge. Information is purposefully created from facts, papers, or events.

NEED FOR INFORMATION

Information needs began as a requirement or desire for professionals to communicate while working in their particular fields. Information needs involve many factors, range and knowledge of information sources, availability of facility, area of work. Information is a natural desire that encourages people to search for information. To understand the background of the human requirements is necessary to understand their state of mind that gave rise to an information need. To pursue and succeed in their personal, academic, and professional goals, people require information. Due to a lack of knowledge on a certain topic, there may be a need for information when studying a subject, researching a problem, learning, or teaching. In the field of library and information science (LIS), "information need" is one of the most fundamental ideas. Libraries and other information systems would not exist if humans had no need for information.

CONCEPT OF INFORMATION SEEKING BEHAVIOR

Information seeking behavior of an individual depends on their personal needs and in what way they seek the information. Information seeking involves the process of gathering, identifying the need, extracting, searching, filtering and selecting the information. Humans participate in information behavior when they recognize they require information; this behavior entails

deliberately arranging the phases of the information-seeking process in order to accomplish desired outcomes. Due to a lack of expertise on a certain topics, there may be a need for information when studying a subject, researching a problem, learning, or teaching. People employ a variety of sources, techniques, behaviors, and channels to obtain information in order to overcome a lack of knowledge. Information-seeking behaviors is an act of looking for information. People seek for information about their requirements when they feel they have lack of knowledge. To close the knowledge gap, people frequently look for information in a precise, simple, and rapid way to make sure they are well-informed and can make the best use of the knowledge they have.

Users are confused about how to acquire the right information they need and different information sources in this age of information explosion in both print and digital modes. Information-seeking behavior is influenced by one's education and experience. Highly qualified individuals demand scholarly knowledge in scholarly formats, while the person who is not qualified will look for the need information in the simplest manner to understand easily.

Individuals' ability to obtain the information for personal or academic purpose which will lead to importance for information behavior and information literacy. It is an essential behavior, especially for academic students.

Academic librarians work hard to understand the ways that can be employed to meet undergraduate students' information demands. Despite the widespread belief that there are many sources and purposes for information available to students in colleges and universities, librarians hold a crucial position in the quest for knowledge.

There is the gap between the needs and information seeking methods of the users and what librarians do to fulfill this gap.

Types of information resources

Conceptual information

Conceptual information refers to information that relates to abstract or theoretical ideas, concepts, or principles. It is often used in academic or philosophical contexts to discuss broader ideas or concepts unrelated to specific examples or instances. Information that relates to abstract or theoretical notions, concepts, or tenets is referred to as conceptual information. It is frequently

employed in academic and philosophical contexts to discuss abstract notions or ideas unrelated to particular examples or occurrences.

Procedural information

Information that outlines the steps necessary to carry out a task or complete a procedure is referred to as procedural information. A manual, guide, or standard operating procedure (SOP) are common formats in which it is provided. In the manufacturing, healthcare, and transportation sectors, where accurate and consistent procedures are essential to assuring safety, quality, and efficiency, procedural information is frequently used. Examples of procedural information may include instructions a step-by-step guide for performing a medical procedure.

Descriptive information

Descriptive information refers to information that describes a particular object, person, event, or situation in detail. It could involve things like behaviour or appearance, size, shape, colour, or texture. Descriptive information is often used to create a mental image or picture of something or to provide a complete understanding of a particular topic or concept. Descriptive information examples include online product descriptions, eyewitness accounts of crimes or accidents, and in-depth accounts of historical occurrences or cultural phenomena.

Stimulatory information

Stimulatory information refers to information intended to provoke or stimulate a reaction or response from the audience. With the intention of grabbing the audience's attention and motivating them to act, this kind of information is frequently utilized in advertising, marketing, or public relations initiatives. Provocative commercials, political campaigns with emotionally charged slogans, or speeches with a call to action are all examples of stimulatory information. Stimulatory information can affect behavior, but depending on the situation and the message being conveyed, it can also be contentious or divisive.

SOURCES OF INFORMATION

Documentary sources

The documentary source is an important source of information for a researcher. A document is anything in writing a record, files or diaries, published or unpublished which can be extracted and used in research. It is the process of collecting and extracting the documents which are relevant to research.

Primary source

The first published accounts of original research and development, as well as descriptions of novel applications or new interpretations of already-established themes or ideas, are considered primary sources of information. There are unfiltered original documents that represent original thoughts. A researcher producing new information can make it available to the particular community through the primary sources. Often, it may be the only source of information in existence. A subject becomes a discipline in its own right when independent primary sources begin to be produced in that area. The volume of literature produced in the form of primary sources documenting advancement in the subject area heavily influences the rate of growth of a discipline.

Secondary sources

Secondary sources of information are those which are either compiled from or refer to primary sources of information. Secondary sources of information are those that have been assembled from primary sources of information or make references to them. Such sources contain information arranged and organized on the basis of some definite plan. These contain organized repackaged knowledge rather than new knowledge. Information given in primary sources is made available in a more convenient form. Due to their very nature, secondary sources are more easily and widely available than primary sources. These not only provide digested information but also serve as bibliographical key to primary sources of information.

Tertiary sources

Materials in which the information from secondary sources has been digested- reformatted and condensed, to put it into a convenient, easy to read form. Sources which are once removed in time from secondary sources and works which index, organize and compile citations to, and show you

how to use secondary sources. Due to the increase in literature, tertiary sources are becoming increasingly important. Out of the various kinds of sources, tertiary sources are the last to appear.

Non-documentary sources: Non documentary sources of information form a substantial part of communication especially in science and technology. User's studies have underlined the importance of such sources. These sources provide information which other sources do not.

Chapter 2

Literature Review

1.   (K, 2019) It states that the main motive of this engineering college is to provide intellectual freedom of philosophy and providing access to infinite amount of information and support the teaching- learning process of their parent information. The study mainly focuses on the collection of allied subjects. The growth and development depend on the library system. The faculties of this college are extensively using E- resources, library should provide the necessary tool and technology to access the ICT resources for the user. Faculty members are knowledgeable in the field of engineering and allied science subject.

2.   (C.V, 2019) University libraries play an important role in all education system. The study analyses the information seeking behaviour and satisfaction level of elite users of university libraries in Tamil Nadu. University libraries act as the research activity and source of learning by providing scope of advance learning. They meet the elite community's information needs in particular subject. Digital sources like E- resources and E-books are widely use in research and other academic activities. The demand and expectation are increasing of the elite user from higher educational sector to provide online databases.

3.   (M, 2019) This study analyses the information needs of technical manager of RCF. Information is pre- requisite for research in order to develop the field of fertilizer. The survey which was conducted includes technical manager, libraries and also documentation center in charge and researcher. Information is an economic resource as backbone for the attainment of success which helps to meet the objectives of manufacturing industry. The study identified the overall gap that is improved in the existing information system of RCF. There is need to access and manage the personal digital device of the manager. The information sources are well organized but there is lack of identifying those needs of the workers who are working in the fertilizer sector. The study direct towards providing effective library and information services for chemical and fertilizer industry.

4.   (T, 2019) The survey conducted in colleges at Ariyalur and preambular district states that there is a vast change in the library system which include collection, services of library, adaption of electronic or digital resources such as e-books, e-journals, e-databases, e-research reports etc. Information need can be study on the bases of duration and quantum of time spend for searching the information. There should be improvement in the facilities and services of the library. Necessary training should be given to the user by the librarian to make use of e-resources. UGC and government should provide funds for the development of library.

Mahalaxmi T 2019

5.   (N, 2011) States that agriculture is an important sector for food security, economic growth and employment generation. With the growth of multidisciplinary subject; where there is an increased in special user in libraries. The present had analyzed the different types of information needs by observing the purposed behind the research. Research goes in hand in hand, so without research education is incomplete. The researcher, scientist, faculty members of Gujrat Agricultural university need the information at every possible level. In this modern era of information explosion, researcher discusses the need for Agriculture University or institution so that it will be easy for the user from that particular field to study and do research. Library staff should know the requirement of the clientele than only it is possible to provide relevant.

6.   (Talitemsu, 2003) Youths are the future of every nation. But in many countries unemployment is in very high rate. Every year thousands of students passed out from the different educational background but hardly get their desire job, which is the concern for individual and also for the society. Though unemployment is there everywhere but certain parts of India it is mostly found, making it more difficult for youths grabs the opportunities in the different working sector.

Youths need to be guided in the right direction, which not only benefit for them but also for the society as a whole. In this point of view information plays a key role in forming educated unemployment youth for taking right decision. It is necessary to give relevant to the information seeker at the right time. These current studies the information seeking behaviour of educated

unemployment youth from Nagaland which are expected to play fundamental role in shaping and transforming socio economic condition of the state. This study analyzed suitable information system which will help to off load the problem of unemployment in the state. Youths in Nagaland need the information for two purpose job seeking and job creating. It states that interest of this two is very low; therefore, it can be seen that educated unemployment youth with higher job seeking tendency will have lower job creating tendency.

7.   (S, 2019) The present research work made an attempt to understand work of the 'Goan Artist' and also the information needs and seeking behaviour of the artist. Unlike the other profession they have very distinctive information need.

The area of the art and the artistic work information is very much vital that almost all the activities of them are dominate and controlled by the information. The primary information that the artist mostly used is non-verbal or image documents, it differs from the other information seekers. In this world of information explosion getting the relevant information at the right time is the biggest problem in the profession of art.

The survey of this study is conducted on the basis of list of government's recognized Goan artist that is available on the official web site of Art and Culture department.

At the end researcher recommends that there should be implementation of the concept 'Art Librarianship' in Goa. With the help of Network of Public and Academic Libraries (NPAL) the purposed of 'Art Librarianship' can be achieved and share a significant landmark in satisfying the needs of the Goan Artist.

8.   (S G. , 2020) Discuss the retention and academic success of the students and information needs and information seeking behaviour of culturally diverse students within academic libraries as a case study. This descriptive study explores the information seeking behaviour of culturally diverse students. The researcher studies the gap between information needs within academic libraries and the process of information seeking behaviour. It studies how the social and cultural

environment impact the students in different ethnicities and how they support the peer learning. The study encourages the 'cultural diversity' policy. It discusses the key component of libraries in this modern era. It includes incorporating cultural perspective, provide opportunities for early intervention for culturally diverse students.

This study is important for the libraries to understand cultural profile of the students.

9.   (Vanitha, 2021) In today's era information is necessity. Everyone has their own unique information seeking pattern that satisfies their quest for knowledge. The present study that has been conducted in engineering college libraries of southern district in Tamil Nadu aim to study the retrieve and review system. researcher studies the six parameter of information seeking pattern that is time, structure, content, quality, signs and accuracy. The main aim of this college is to support teaching, learning process of the institution. It shows that the users are extensively making use of E-resources for studying and research work. Libraries need to provide necessary technology to access scholarly ICT resource and reader-oriented services so that users need can be satisfied. This study covers the seventeen colleges of Tamil Nadu.

10.   (B, 2007) Today's libraries are designed by looking at the user needs and their studies. The study attempts to investigate the information seeking behaviour of the faculty members and research scholars. The study shows that library skill can be improved by acquiring the need of the users. It can be seen that, from the research, the user prefers internet or digital material over physical. They demanded more current information to do the research work. Due to lack of computer skills, users are not making fully use of ICT. Librarian should be aware of what information should be given to which user and provide them with relevant information service.

11.   (sasikala, 2018) In the past few years, scientific knowledge has been changed drastically, more and more research and studies are taking place in medical field. A study has been

conducted on information seeking pattern of faculties in selected medical college libraries in Puducherry. It states that many faculties and researchers struggle to find the resources in right way. The scientist and researcher today depend on current reading resources in order to conduct quality research work. In view of this, it is very important that libraries should educate their user to use the sources and tools. Librarian should work on proper information retrieval system, so that user can retrieve the relevant information.

12.   (S K. , 2017)India is one of the developing nations, in all working sector India is being growing and small-scale industries are one of them. There is the need of the competency to the user or workers. Information plays an important role in the business-related problems. In this sector there is the need to empower intellectual information and knowledge, that is the why library and information center put their special efforts in boosting the small-scale industries. Small enterprises, National documentation center works as source of knowledge to cater the information needs. It gives different types of documentation and information services through Business Information Bureau (BIB). It acts as the information lounge and offer facilities just in time to academic section, CEOs and senior manager from industries and business. Selective Dissemination of information provide the relevant information and also brings out various periodicals like SME technology, SME policy, journal, NISIET collection SSI cluster news. It also gives SIS training programmes to handle the information and selection for business. Most of the industrialist prefer to use the reference information sources, which helps to update their knowledge.

There is need for small scale industries or workers working in their industries must come forward and explore the library; information center to get knowledgeable information.

13.   (N S. , 2016) The present literature study is based on the information seeking behaviour of children in state central libraries of north India. Public libraries are center that gives the

information and form the knowledgeable, they maintain society and also the culture. In every public library there is different section for children. In this central library plays a crucial role in networking and connecting to other libraries. The children's library provides children with life time learning and literacy skill. The current study makes an attempt to understand the information corresponding and need of the children. It will help the library authority to identify the problem and required changes can be done to improve the library collection. Children are innocent so they look for the colorful images which attracts them; therefore, librarian should take care of visual attraction on the basis on children information needs. The library staff should take necessary steps to attract the children and also parents should bring their children in library, in order or developed the reading habits of the children.

14. (Joshi p) Author conducted the study on information seeking behaviour of users in private higher technical libraries in Chandrapur district. It differs from among the groups (what/which groups), there is a need to understand the users query in order to address those queries. The article states that students, faculty members, researchers and scholars are satisfied with the formal collection of library material. Students make use of the library for the purpose of preparing the notes, so they rely on the library books rather than any other sources that is being provided in library. Researchers are making use of journals and databases for the research work. They attend the seminars and conferences to get the knowledge and information for their research work. User prefers both electronic as well as in hand material. The implementation of ICT was helpful for users. The study shows that user need to be trained to use online or electronic resources that are available in the library. Researcher expects that the librarian should provide them with indexing abstracting and interlibrary loan.

15. (Patil S, 2014) This study has focused on information seeking behaviour of only faculty members in MES's college. It is mainly based on the primary data. The most vital aspect of this study was to determine the frequency of visits of the respondents in the library as they are not completely depending on the library to get the information. Most of them are using resources like

E-journals, N-list resources, information track databases. Researcher suggests that library should organize information literacy programs so that they will know the exact requirements of the faculty members. Respondents also demands to have access to use OPAC through institutional websites.

16.   (P, 2018) This article discusses an overview of information seeking behaviour of the user. This particular article is concerned with how people seek information? There should be a purpose to seek the information, then only the need of the user can be completed. Information is basically planned or processed data; It is the human behaviour in relation to sources and channels of information. It comprises of physical and mental acts.

Author discussed the compulsory and discretionary information seeking, where it helps the user to retrieve the extract information and remove the unwanted information.

If there is proper organizational setup in the library than it itself makes suitable emerging to fulfill the requirements of the users. Information seeking behaviour of students in digital era- A study on the post graduate students of Life Science of Rajiv Gandhi university Arunachal Pradesh

17.   (Sarma R) This study was undertaken to determine the use of resources and information seeking behaviour of students in digital era. Students prefer to use E-resources for their research activity and academic studies. But majority of them face problem due to lack of IT knowledge. University libraries plays an important role in education system, Rajiv Gandhi university library need to improve the resources, to do so administration should provide required budget. Programs or seminars should be organized to give training to the students and faculty members in order to know different methods of information seeking techniques.

18.   (T S.) This study is conducted in the legal practitioner in Uttar Pradesh high court. Law education is offered at various conventional universities in India. The main motive of the lawful instruction is to build up a legal framework that will be helpful to human society. Legal

education in India had changed drastically in the last decade. With the increasing of basic requirement for legitimate information by clients, lawyers and other people; there are lot of online information resources that can be accessed, but most part of the understudies faces the issue of the information that is overburden on the web. So here library staff need to be prepared to improve the standard of their working skill and arrange the information sources in most relevant way. In order to achieve this, it is necessary to understand the client's input.

19.   (Bhavana, 2017) Mass media is one of the important factors in today's ICT world. It is now become major way to exchange the information in rapid mode and turn the world into information society. Mass media serve the information to the people in both individual basis and collective basis. Mass media is an organized collection of media technologies that reach to the people in very short period of time. It contains broad cast media and print media. Media professional gather the information from various sources on different aspect and issues of the society and provide relevant information. They make use of different forms of information process it and communicate it in a meaningful manner to people. Internet is major source of information to media professional. While using secondary source of information it required in depth investigation. Media is main source of new or report to any event. Collection of valid information and interpret that information is the major task for them. This study explores, identify the information factor and try to understand their problems towards the information seeking.

20.   (Utpal, 2011) Information plays a vital role in today' socio-economic environment. The basis identification of information is problem- and problem-solving process. This process is involved to move from the existing process to desire solution. The word urban is an attribute of space and the urbanization refer to settlement patterns and other leading to socio-cultural system. It is the center for the social and cultural activities offering opportunities for the people which required information needs. The study of urban community continues from the past few years. It continued to occupy a prominent place in the social sciences in geography, sociology contributing to urban studies. The present study helps to acquiring and tracing extensive information about subject. It tries to study the public library system of Assam and it can be useful

for meeting users' various needs of information. Researcher discussed two ways to reach the sources of information formal that is library and informal that is discussion with colleagues. The library users of Guwahati face different barriers while collecting information, using electronic resources. So, librarians should come forward and help the users with their difficulties.

21. (R, 2010) This study is undertaken to study the information need and information seeking behaviour of research workers in the field of fisheries and fish farmers in West Bengal. Many of the people living in coastal area in India are mostly depend on their fishing for their livelihood and it is one of the aspects leading to economic growth. Researcher are involved in finding new techniques for growth of edible fish, while farmers are working for growth and production of fish impounded water bodies that is developed by the researchers, so eventually these both are interrelated with each other's.

To make this work happen, both researcher and farmers need to be updated with latest information for the study purpose. Most of the farmers are not well educated so they it difficult to solution to their simple query.

22. (P J.) In India multinational IT companies are coming up because of fastest growth of software market. In view of this, library users of two multinational companies are taken into consideration for the study. Researcher selected M phasic, TCS, CTS because they have their own library with professionally qualified librarian. There are some problems faced by the IT sector like language barrier, competition from other emerging nations.

This study was undertaken to study the information seeking behaviour of software professional in Information Technology sector libraries in Chennai and challenges faced by the corporate library professionals and library users. The software professional required specialized information in their hand so they mostly depend on online databases. so, it is the task for corporate librarian to keep up to date about the information and knowledge about the current affairs in IT and make aware of the services which the corporate library offers. To compete with the latest technology, librarian should impose new practices that will be helpful for the

organization and also to the corporate users. Librarian are expected to market analyses report for the senior leaders and they also help to obtain training or course certificates.

23.   (J, 2014) The researcher aims to study the information needs and information seeking behaviour of the faculty of pharmacy educational institution in Tamil Nadu.

Pharmacy libraries are the special medical libraries and as a librarian it is important to understand the information needs of the medical students. It supports the educational, research and publication in pharmacy education. The pharmacy library has developed to a greater extend. There are mainly two pharmaceutical libraries the one who serves to industrial which undertakes research for manufacturing drugs and other academic libraries in field of pharmacy. The management and organization of the are important because at the end It is the question of one's life. One of the main motives of the pharmacy library is to upgrade the knowledge in the field of and in related subject area. the librarian has to focused on the use of evidence-based research and practice. This can apply to both pharmacy research or pharmacy research.

24.   (V, 2019) Information is an important aspect for any person to keep up to date with current affairs in every field. There is a need to support information center and information services in the working field of education, research and in different profession. The main motive of a legal professional is to protect and defend the public. While doing the legal work or solving the problems of the people lawyers should be aware of current problems acts and amendments. In order to meet their needs and required information, they eventually depend upon general libraries, information centers and law libraries. The study shows that most of the senior advocates has their own well develop libraries at their work place.

Research suggested that in library more qualified and expert can be appointed, e-resources can be should be subscribed based.

25.   (Vivek, 2013) states that in the newline society, it is the source to economic resources. In order to come up with the information sources the newline libraries and information centers have become important part of the information society. Public libraries cater at various level to feed the public with information, academic libraries serve the newline information to the teachers and students for their different needs. Also, the special libraries help to disseminate and organize information in newline society for preserving retrieving and acquiring information to the user.

IT provides valuable opportunities to the library professional to create new form of information. The way users are looking forward to libraries has changed drastically in the past decade. It has changed from traditional to digital form. Now a days information technology, internet has implemented in all the libraries, therefore it is task for the libraries to cope up with this trend.

Chapter 3

Research methodology

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Research methodology

In view of the objective of the study, Structured questionnaire was prepared and about 60 questionnaires were circulated to the respondents out of which 56 questionnaires were received. All questionnaire were circulated through google forms.

Need of for the study

This study stress on information needs and seeking behaviour of the users of three Government colleges of North Goa. This study tries to understand the information gap between the users.

Objective of the study

To find out the user need and type of information sources used by the students.

To ascertain the purpose of the information seeking by the faculty members and students.

To identify the various barriers faced by students and faculties and students in information seeking.

To find out the level of awareness and usability of library resources by the students.

Scope and Limitation of the study

The scope of the study is confined with analyzing the present information seeking of students and faculty members.

It includes different types of information sources, services available in the library for its users.

The present study is limited to students and faculty members of three government colleges of North Goa.

Sant Sohirobanath Ambiye Government college of Arts and Commerce Pernem.

Government college of Arts, Science and Commerce, Khandola, Marcela.

Government college of Arts, Science and Commerce Sanquelim.

Hypothesis

1.   Students are not aware about the various library resources available for usage

2.   Books are the most preferred source of information for library users.

Research methodology

The researcher has browsed different related literature available on the topic.

Further researcher has browsed the entire website related to the topic.

A questionnaire method had used for the collection of data.

The investigator has made use of suitable statistical techniques like graph, charts, and figures in interpretation clear precise.

Sample

The study will cover three government colleges in north goa. The 56 questionnaire was selected

Limitation

The study is limited to the three government colleges of north goa.

CHAPTER 5

DATA ANALYSES INTERPRETATION

COLLEGE NAME
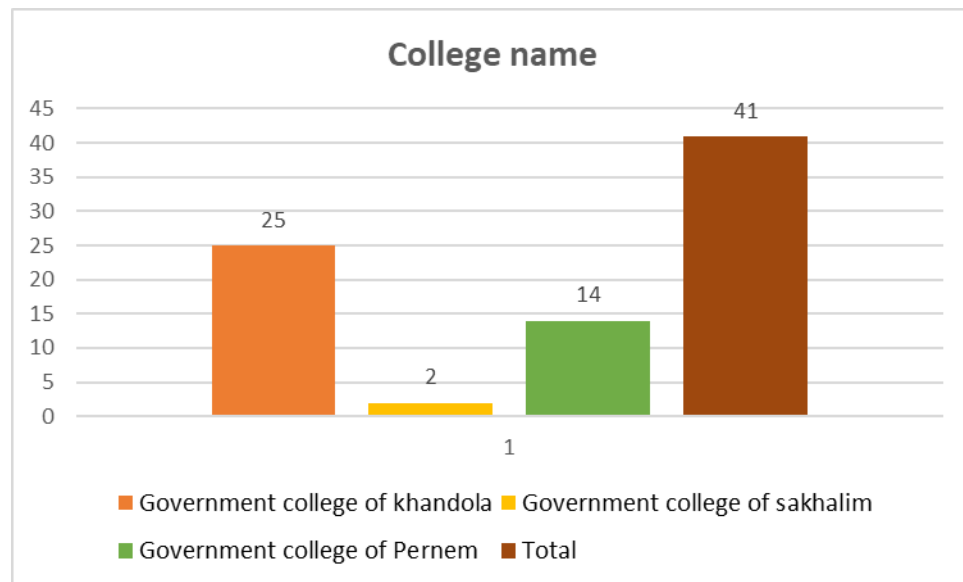
Fig. no. 1: **Colleges under study**

A total number of three Government Colleges of North Goa were selected for data collection. The above figure depicts that Government College of Khandola has given highest number of responses that is 22, whereas Government College of Pernem have given 20 responses and only 2 responses were received from students of Government College of Sakhalim. This shows that majority of the respondents are from Government College of Khandola.

Programmes
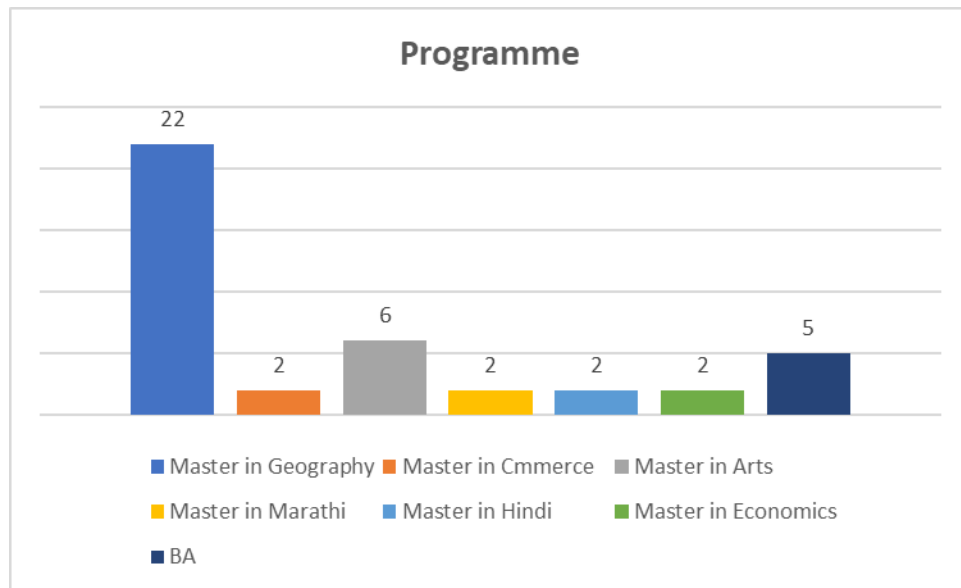
Fig. no. 2: Respondent's Programme

The above bar shows that majority of the respondents are indulged in Programme of Master in Geography (22), followed by students of Master in Arts (6). While (5) students are from Bachelor of Arts programme and the remaining were from Master in Marathi, Hindi, Economics, Commerce consisting (2) respondents each.

Reason for visiting the library

Reason for visiting library
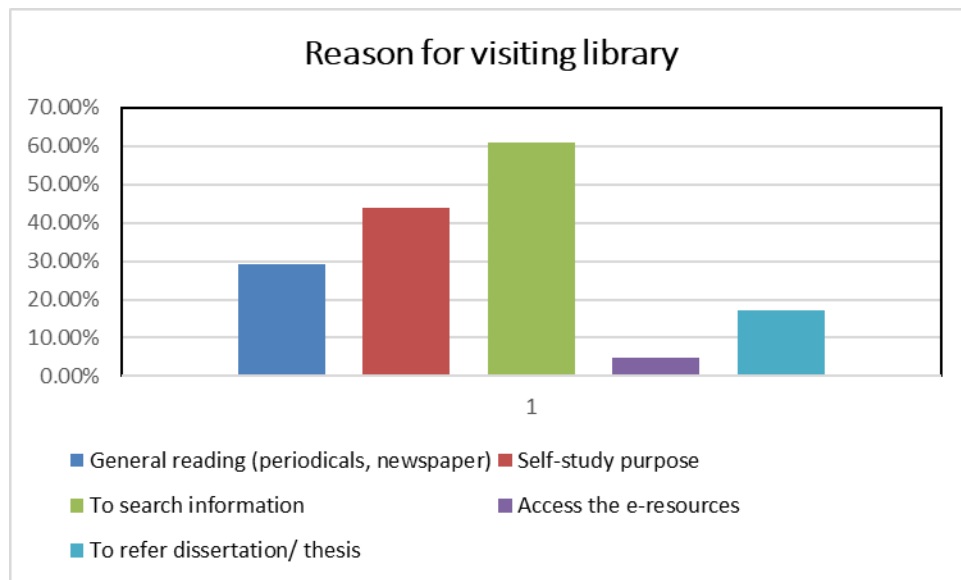
Fig. no. 4: Reason for visiting the library.

The above chart shows that majority of the respondents (61%) visit the library in order to search information. While (43.3%) of the users visit the library for self-study purpose. Around (29%) of the respondents said that they only visit the library for the purpose of general reading, which are periodicals, newspapers, magazines etc, and the remaining (17%) respondents visited the library to refer to dissertation or thesis work. Whereas the least number of respondents (4.9%) visited the library to use e-resources that are subscribed by the library

How frequently you visit library?
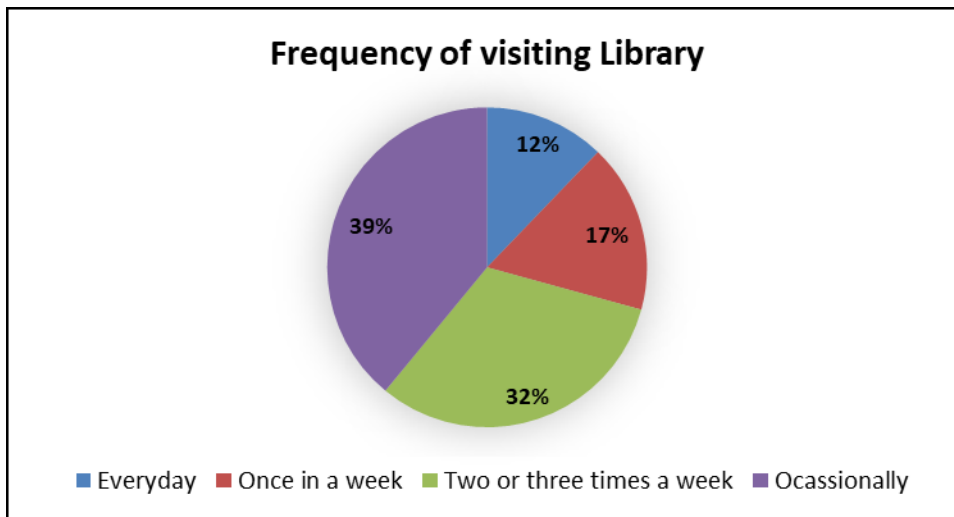
Fig.no. 5: Frequency of visiting the library

Above diagram indicates that around (39%) of the user visit the library occasionally, while (31%) of the user visits the library two or three times a week. At same time around (17%) were found to be visiting the library once in a week and least number of user (12%) visits on daily basis.

Average time spend in the library on each visit
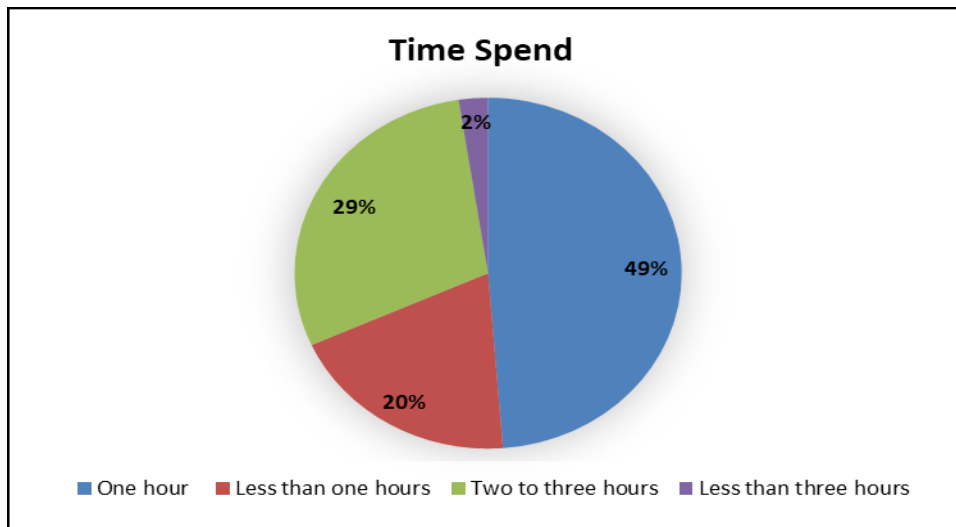
Fig.no. 6: Time spend in the library.

The above pie chart indicates that large number of respondents (48%) spend only one hour on per visit. While less than (19%) of the user spend less than one hour. Other (29.3%) spend about two or three hours and a handful of (16%) spend less than three hours.

Are you aware of any library resources available in the library
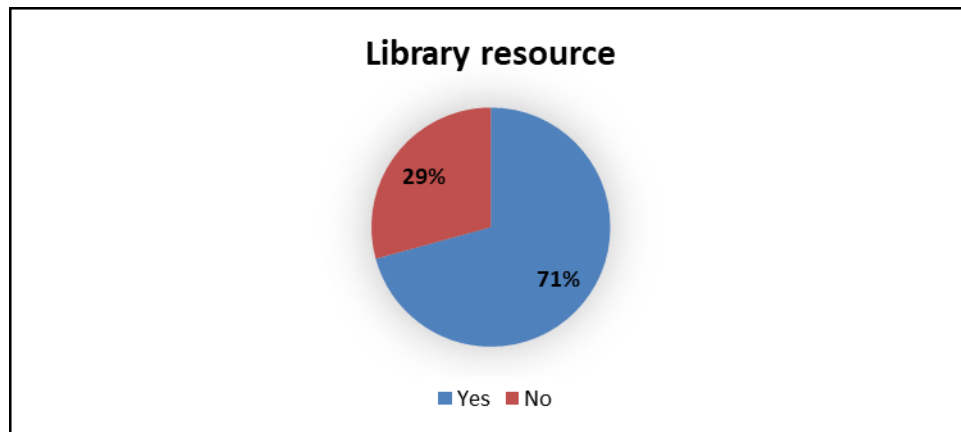
Fig. no. 7: Library resources

The pie chart shows that (70%) of the respondents are aware of the library resources, whereas (29.3%) said that they are not aware of it.

Does your library allow you to access the E- resources?
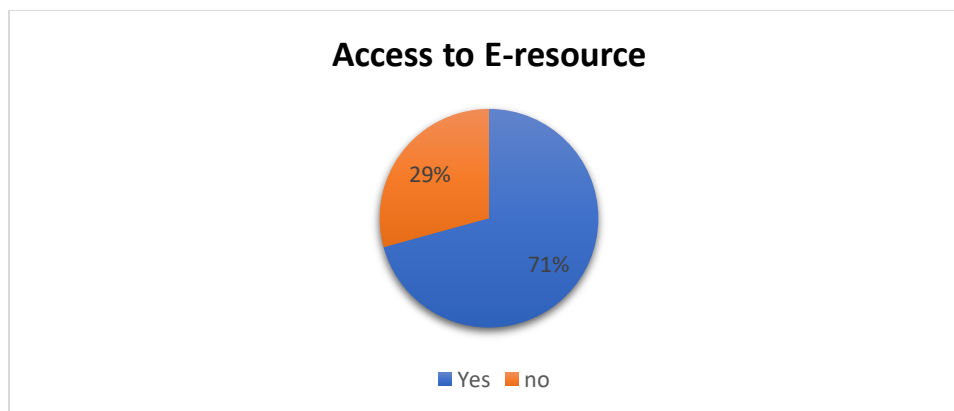
Fig. no. 8: To allow access to the e-resources.

The question was asked to respondents whether they are allowed to use the library e-resources and majority of them (70.7%) said yes, while (29%) said no.

Which of these following resources are used by you? Rank as per your preference.
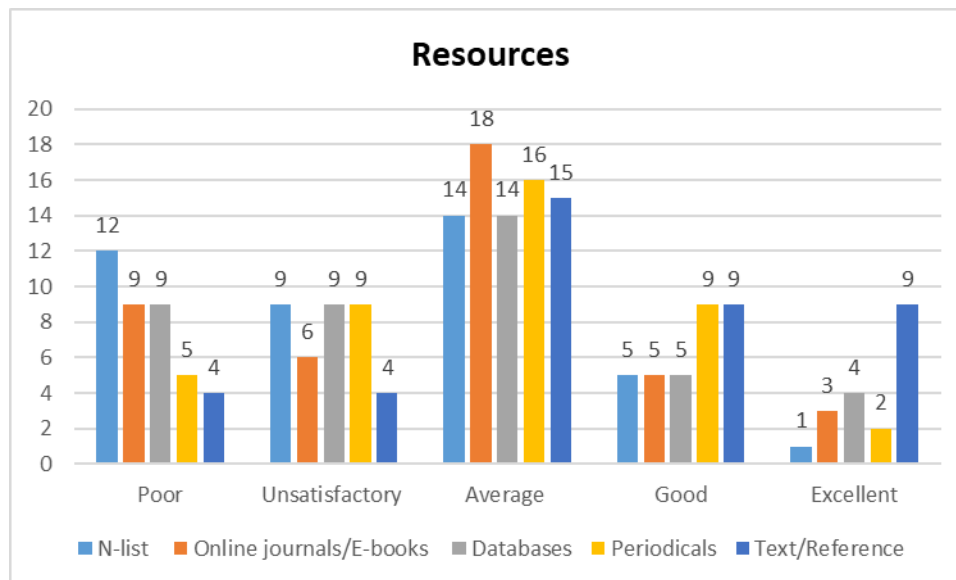
Methods used for seeking information.
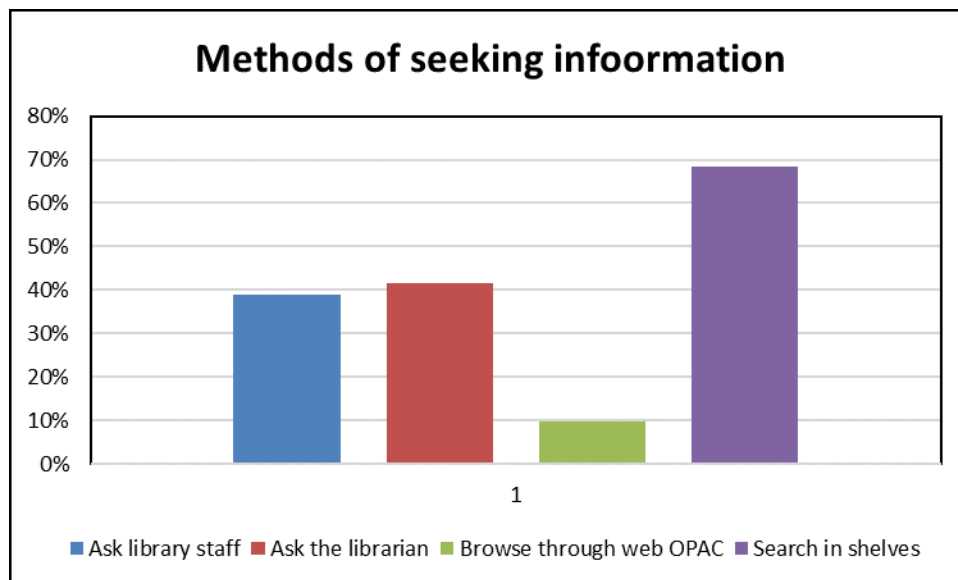
Fig. no. 11: Methods used for seeking information

The bar graph depicts that most of the users (68.3%) prefer to search in shelves, whereas (41.5%) prefers to ask the librarian for any difficulty. (39%) of them ask the library staff, while rest of them (9.8%) prefers to browse through web OPAC.

Which search field do you use for searching information?
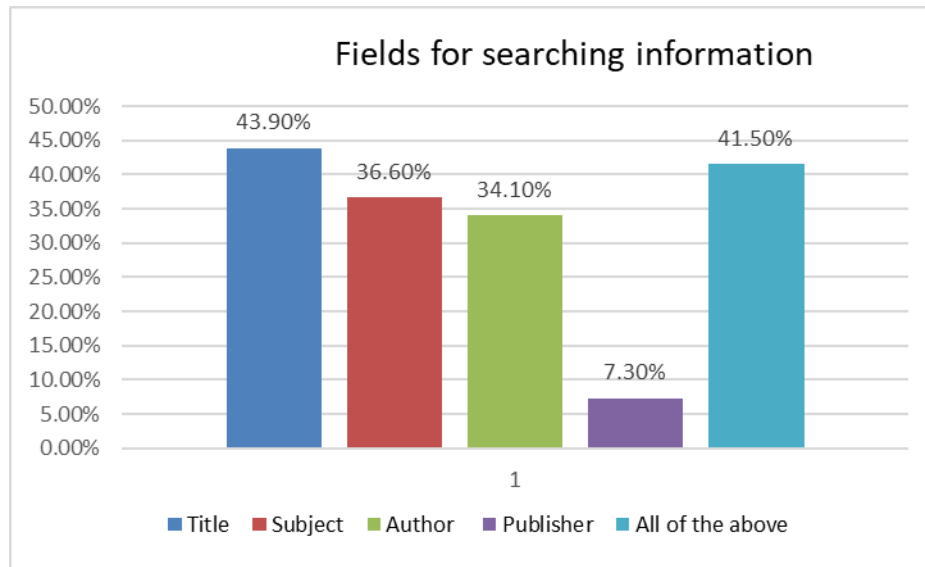
Fig. no. 12: Preferred search field for online searching

The bar graph shows that (43.9%) of the respondent preferred title as a search method, while (41.5%) apply all the search methods that is title, subject, author and publisher. Some of them search by subject(36.6%), where as other prefer author name(34.1%). Very few of them choose publisher to search any information.

Are you satisfied using an E-resources available in your library.

E-resources

5%

19%

76%

■ Highly satisfied　■ Satisfied　■ Dissatisfied
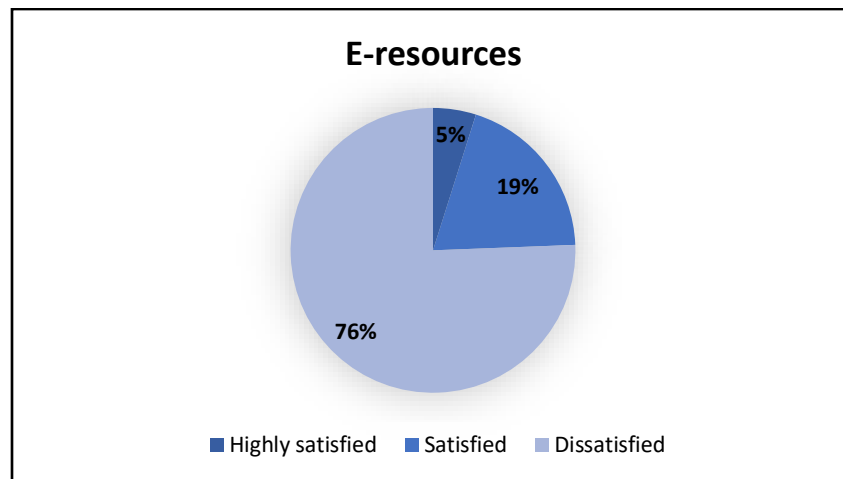
Fig. no. 13: satisfaction level by using E-resources

As per the given pie chart most of them (75.6%) are satisfied with the library e-resources whereas (19.5%) are dissatisfied. Very few of them are highly satisfied (6%).

What are the difficulties you face while searching information in library.
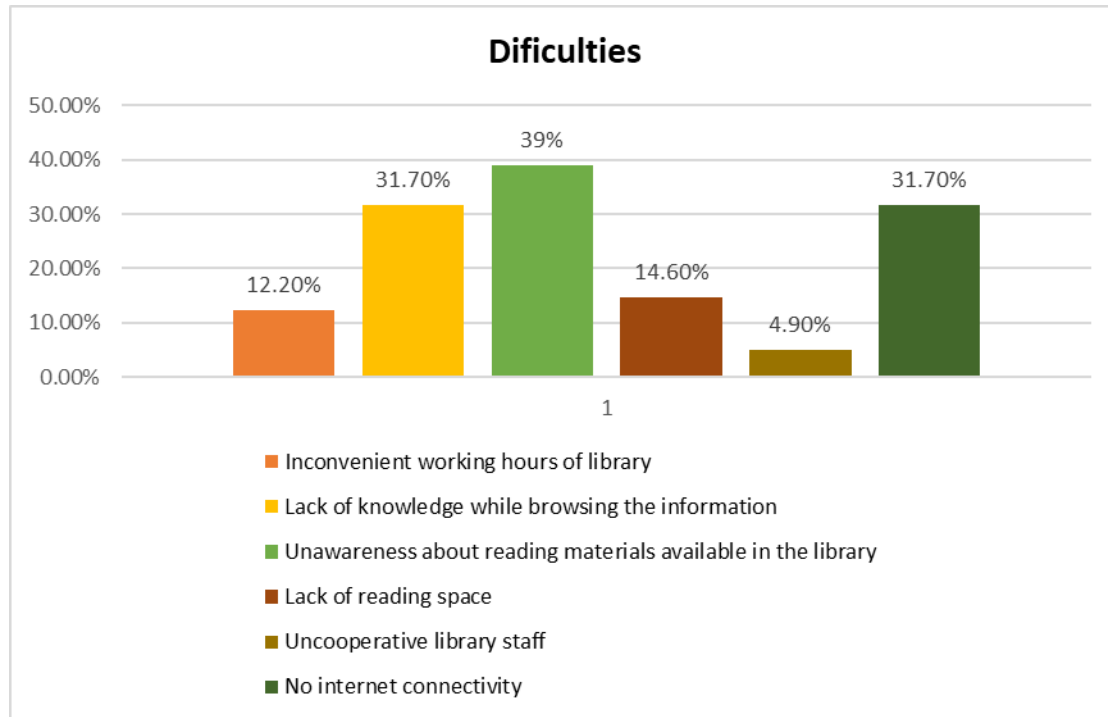
Difficulties while seeking information.

Looking at the graph, it can be clearly seen that (39%) of the users are unaware about the reading material available in the library. (31.7%) of the respondents are with lack of knowledge while browsing the information and also, they do not have the internet connectivity or facility in the library. Approximately (14.6%) do not have the enough space for reading. While (12.2%) of them face difficulties because of inconvenient working hours of the library. Very few of them have incorporate library staff (4.9%) because of which they face difficulty.

Does your library conduct orientation program for the new joined students in institution?
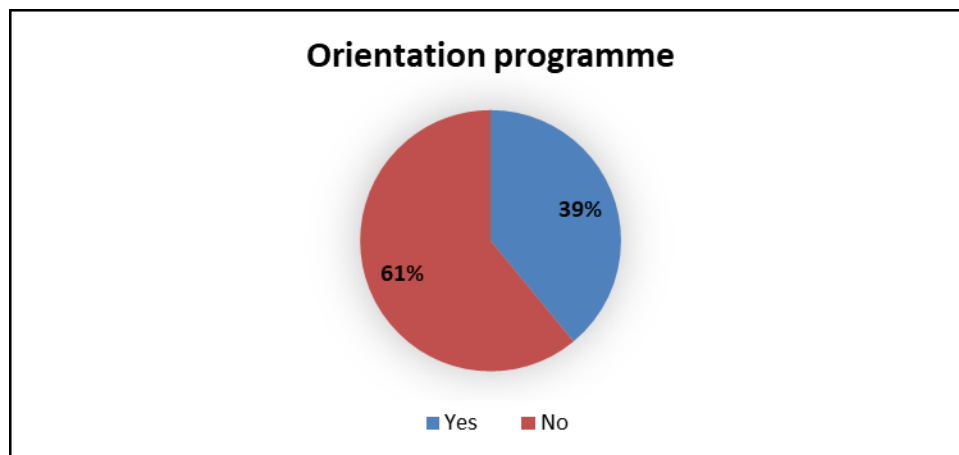
Fig. no. 15: conduct of orientation program

The pie chart shows that large number of the respondents (61%) said that their colleges do not conduct orientation program for the newly joined students. While (39%) of the respondents said that their college do conduct the orientation program.

Any award/ reward is given to best library user?
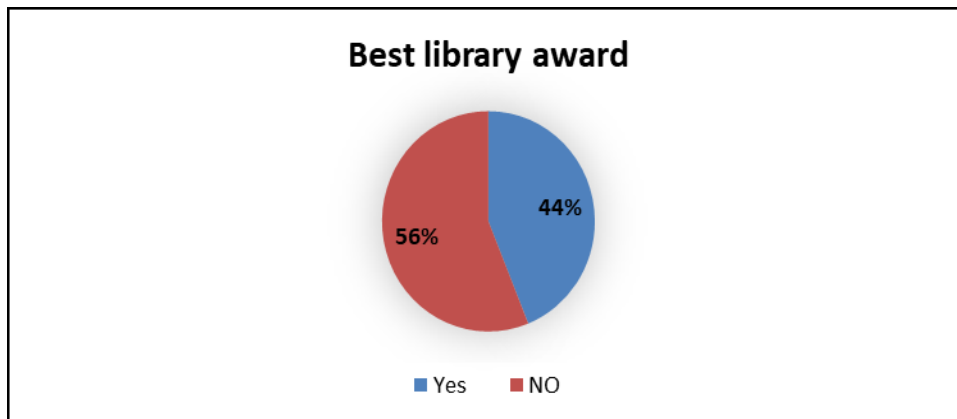
Fig. no. 16: Reward or award

Lager number of the respondents (56.1%) said that their library does not give award to the students as the best library user, whereas (43.9%) their library gives the best library award to the students.

Are you satisfied with the facilities provided by the library?

Fig. no. 17: satisfaction level by using the facilities

As can be seen in the given pie chart (73%) of the respondents said that their library provides good library facility. While (12.2%) said their library provides very good facility, others said that(7.3%) it good, whereas remaining (7.3%) says their library services are excellent.

Faculty

College/ Institution name.
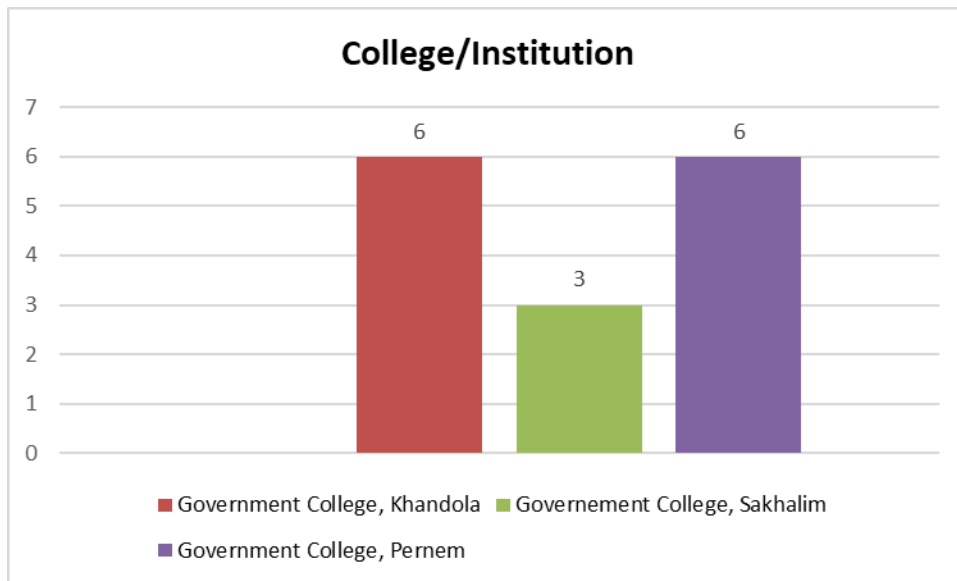
Fig. no. 1: College institution name

In the above figure it can be seen as 6 of them are government college, Khandola and government college, Pernem each and remaining 3 are from Sakhalim college.

Gender
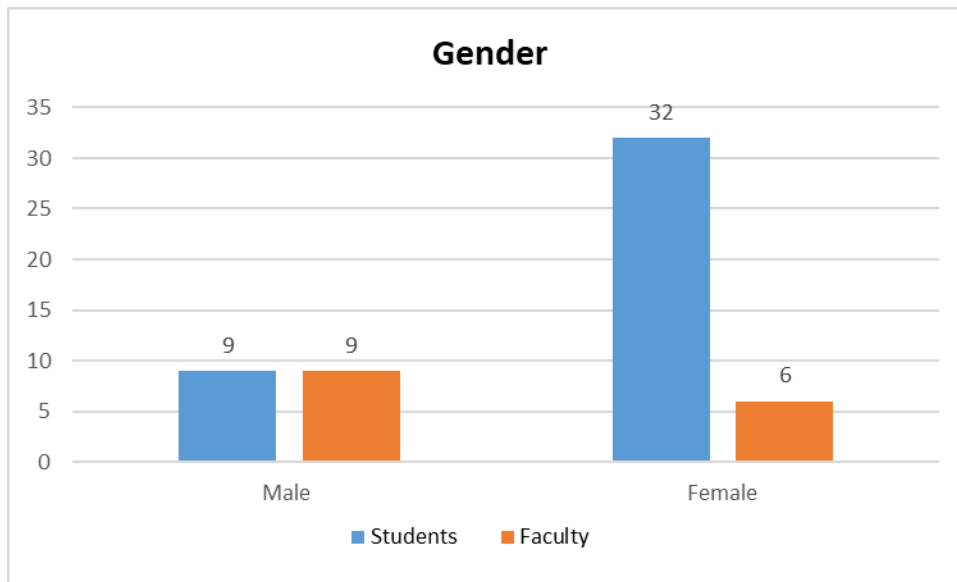
Fig. no. 2: Gender

The above chart depicts the gender of the respondents. The number of male students are equal to the number respondents from the faculty. So, the same way, the number of Females are comparatively large in number in students while the faculty female members are low.

Subject discipline
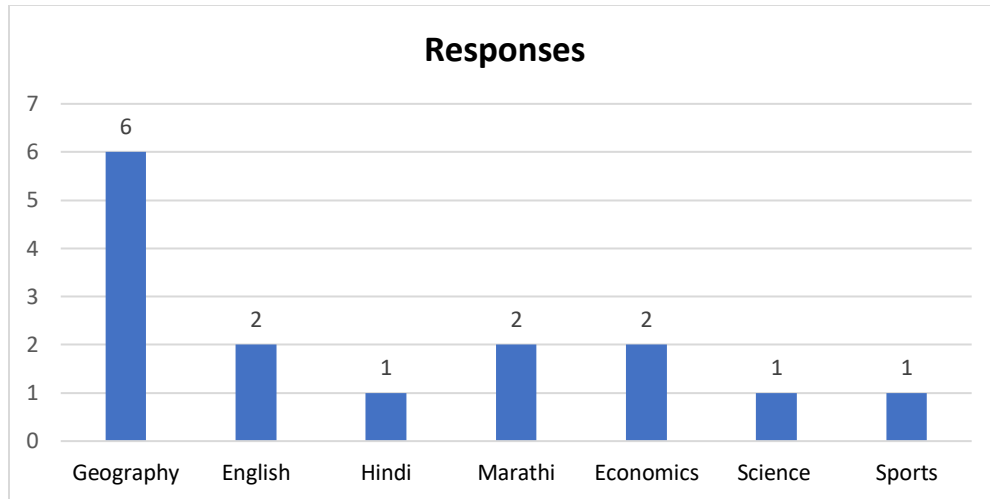
Fig. no. 3: Subject discipline

The figure depicts that majority of the faculty members are from geography discipline (6), whereas only 2 respondents are from English, Marathi, Economics each. While there are (1) respondent each from Hindi, Science, Sports.

Designation
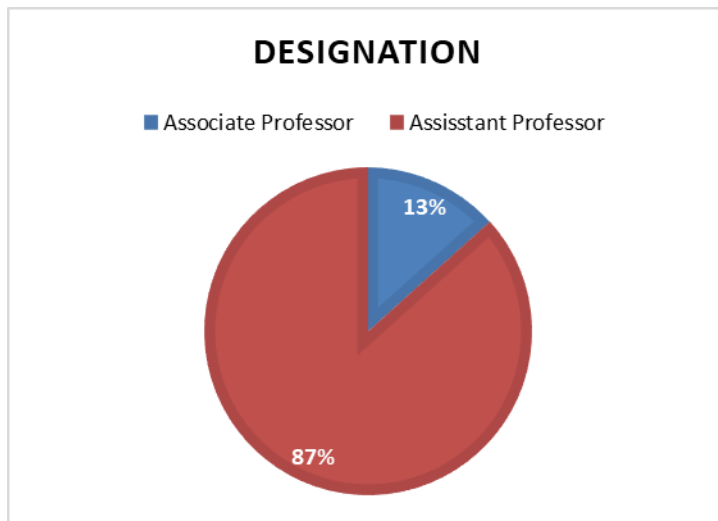
Fig. no. 4: Designation

The figure shows that majority of the faculty members are Associate professor (13). While only (2) of the faculty members are Assistant professor.

Teaching experience
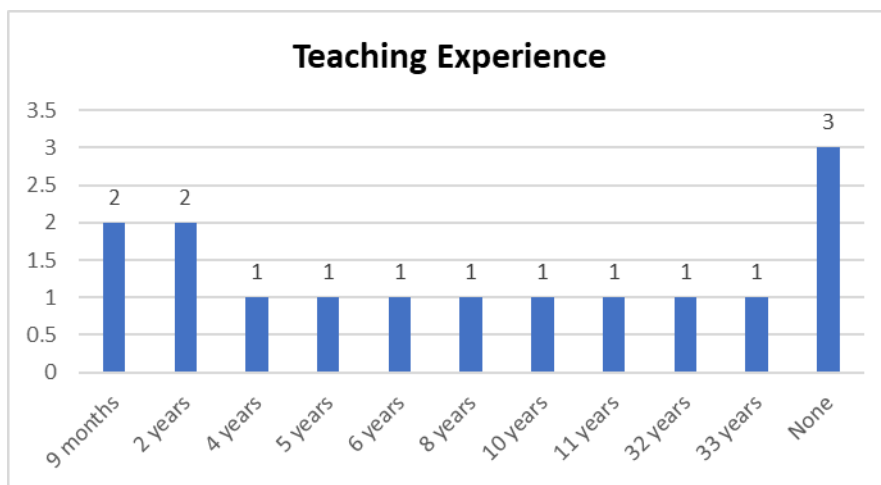
Fig. no. 5: Teaching experiences

The above chart shows the teaching experience of the respondents. 3 of the faculty members does not have any teaching experience. 2 of the respondents have teaching experience of 9 months and 2 years respectively. Rest of the 8 members have experience of 4,5,6,8,10,11,32 and 33 years respectively.

Your preferred reason for visiting library

Reason for visiting library

33.30% | 86.70% | 46.70% | 26.70% | 26.70% | 6.70% | 6.70%

- To access the library e-resources
- To access the reference sources
- To read periodicals
- To prepare the notes
- To refer dissertation/ thesis
- Journals, UGC CARE list and SCOPUS journals
- To meet people
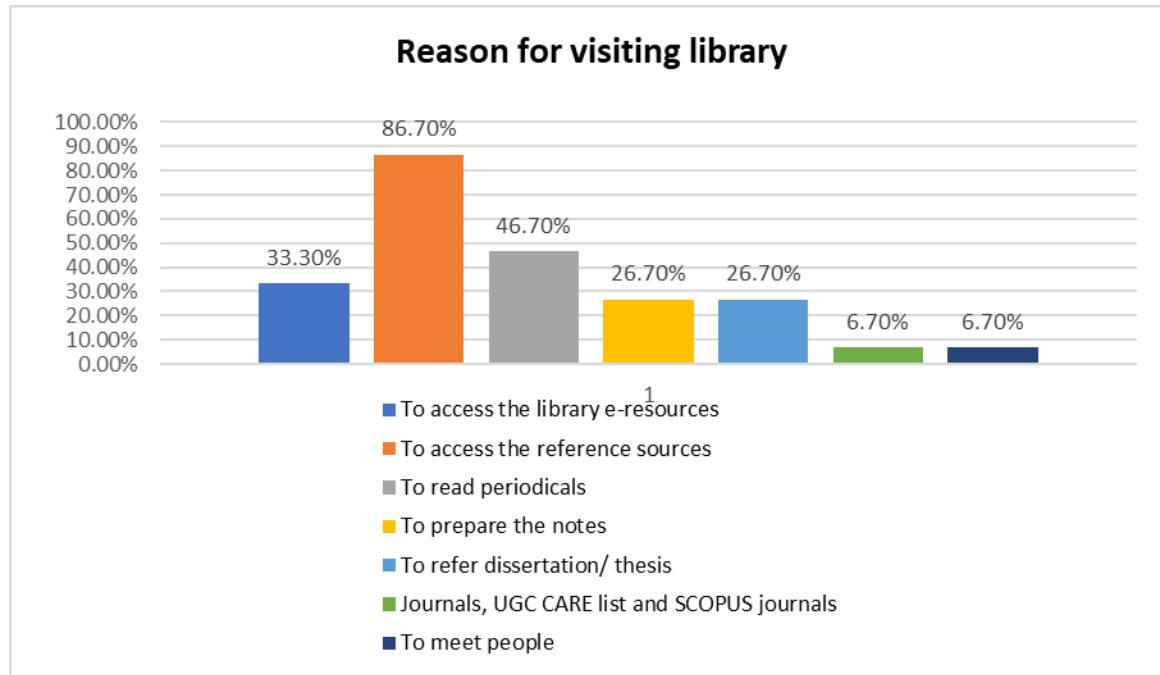
Fig. no. 6: Reason for visiting library

The above chart shows the Reasons for Visiting library. As we can see, 86.70 % of the respondents visits the library in order to access the reference sources available. A 46.70 % of the respondents visits to read the periodicals. A minority class of the respondents visits the library to access the library e-resources. Preparation of notes and taking references to dissertation or thesis topics has been reasons to visit by 26.70 %, and a minimum of time the respondents tend to visit the library is due to Journals and meeting people.

Does your library allow you to access the E-resources?
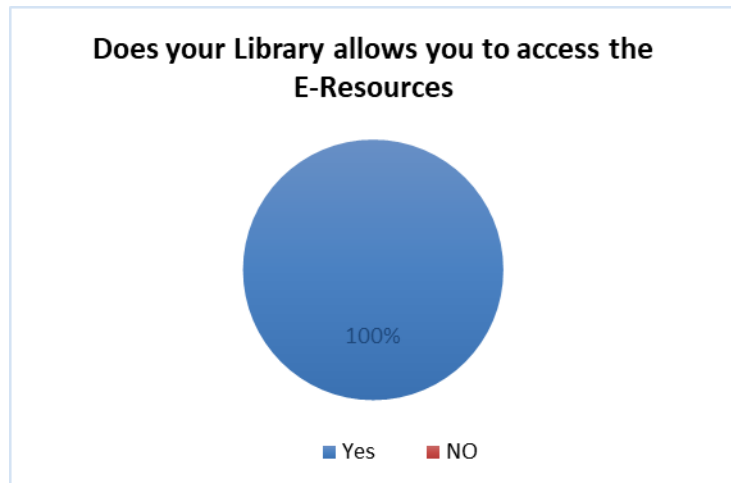
Fig. no. 7: Access the E-resources

The figure shows that (100%) of the faculty members are saying that they are allowed to use the E- resources in the library.

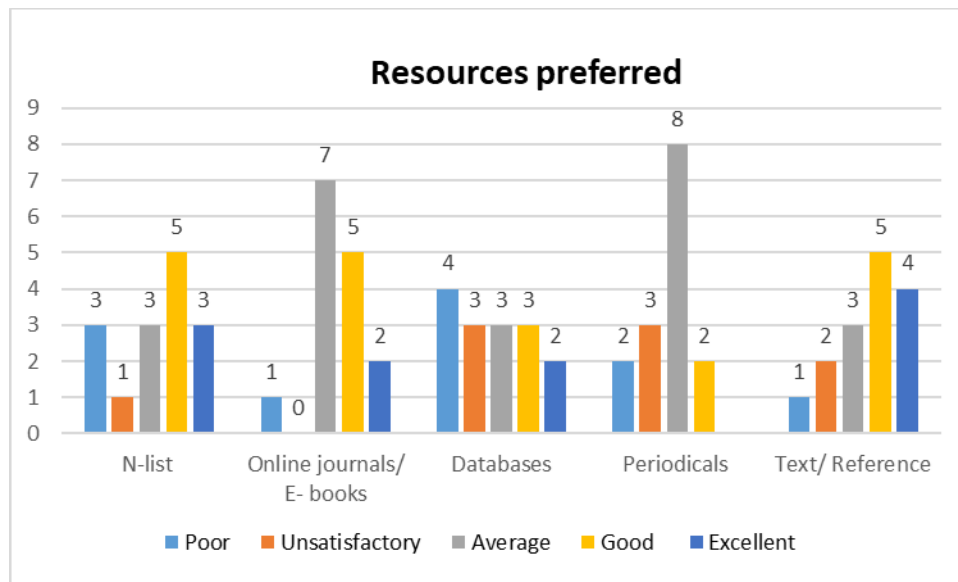Which of the following resources are used by you? Rank as per your preference.

Fig. no. 8: Resources preferred

As can be seen in the figure periodicals are the resources which are mostly used by the respondent, followed by online journals. An equal number of respondents makes use of text and N-list journals.

Which of these library networks are available in your college?
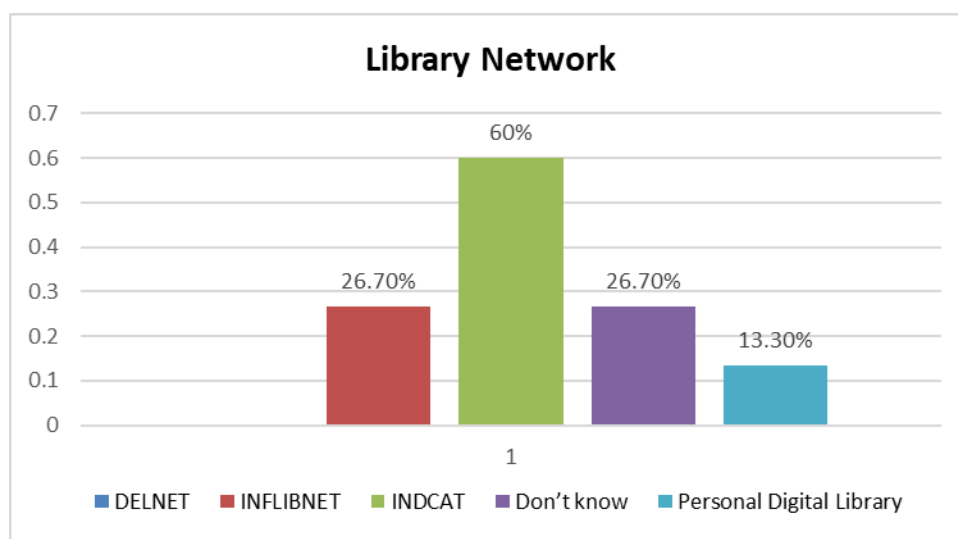
Fig. no. 9: Available library network

The figure shows that (60%) of the respondent are making use of INFLIBNET in the library. Around (26.7%) of the respondents said that they are using INDCAT, other (26.7%) are DELNET.

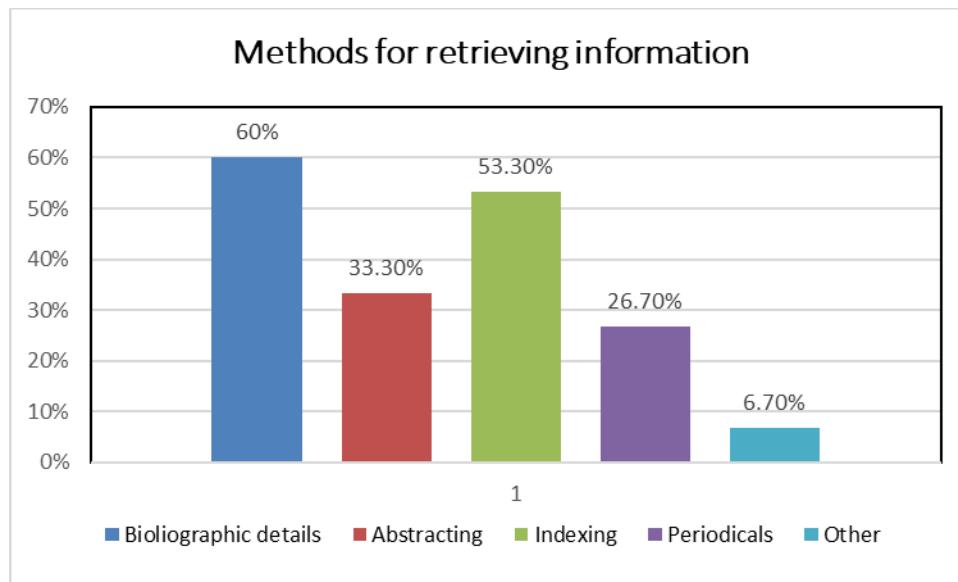Which of these methods do you prefer for retrieving information?

Fig. no. 10: Methods prefer for retrieving information.

The figure indicated that (60%) of the respondents are using bibliographic details for retrieving the information. Around (53.3%) are using indexing, while (33.3%) are making use of abstracting methods. Whereas (26.7%) are using periodicals. Remaining (6.7%) are saying they use other methods.

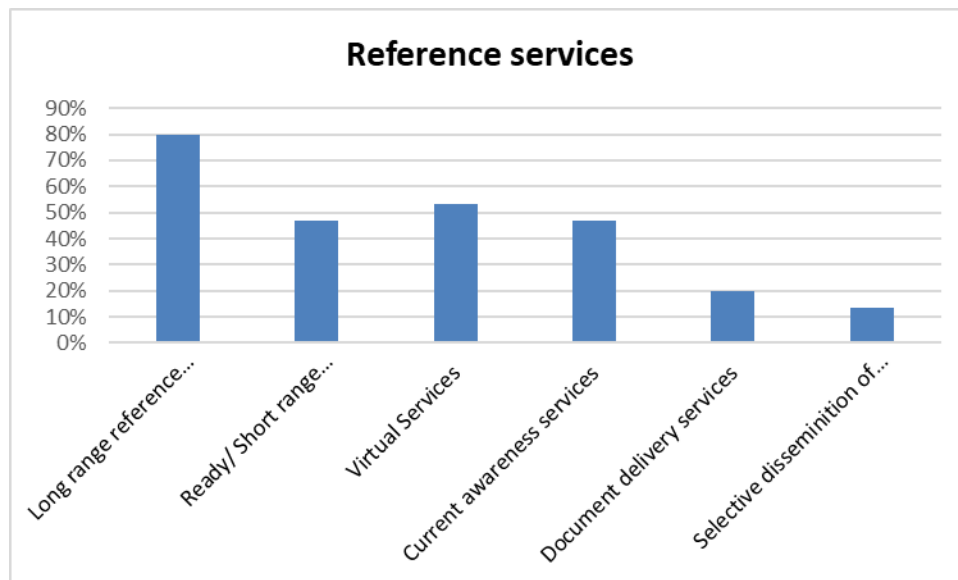Which are different reference services are used while retrieving information

Fig. no. 11: Use of reference services for retrieving information

The above figure indicates that majority of them are using long range reference services example research work. Around (53.3%) are making use of virtual services, whereas (46.7%) of the are using read/short range references example; year book, dictionaries. Other (46.7%) are making use of current awareness services, some of them (20%) are using Document delivery services. Least of them (13.3%) are using selective dissemination of information.
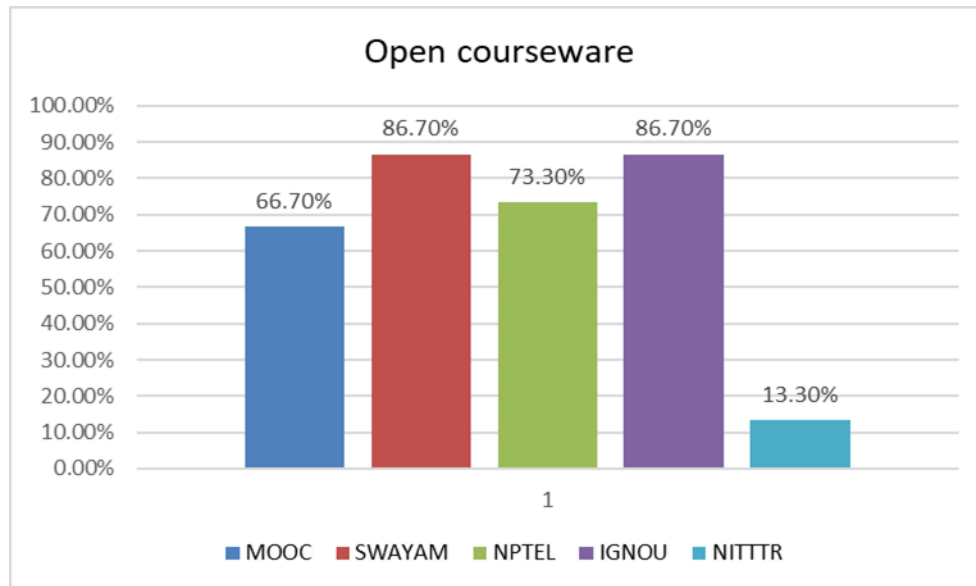
Which of this open courseware are you aware of?

Fig. no. 12: Open Courseware

The figure shows maximum number of respondents (86.7%) are using SWAYAM courseware, while (86.7%) are making use of IGNOU. Other (73.3%) are using NPTEL courseware. Around (66.7%) are using MOOC. Least of them (13.3%) are using NITTTR.
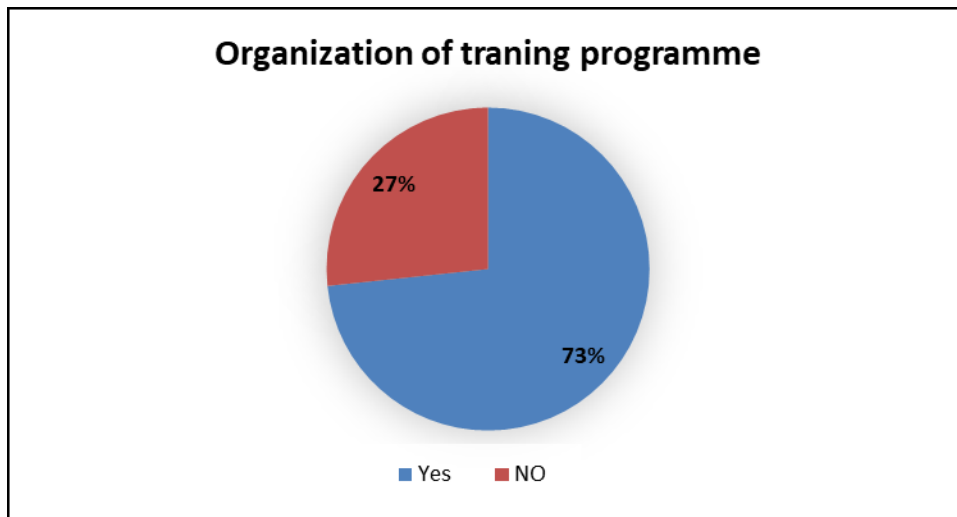
Do you feel any need to organize training programme?

Fig. no. 13: Need to feel organize training programme.

As we can see in the above chart, many of the respondents feel that there is a need to organize a training program, whereas only few think that there is no need to organize any training programme.

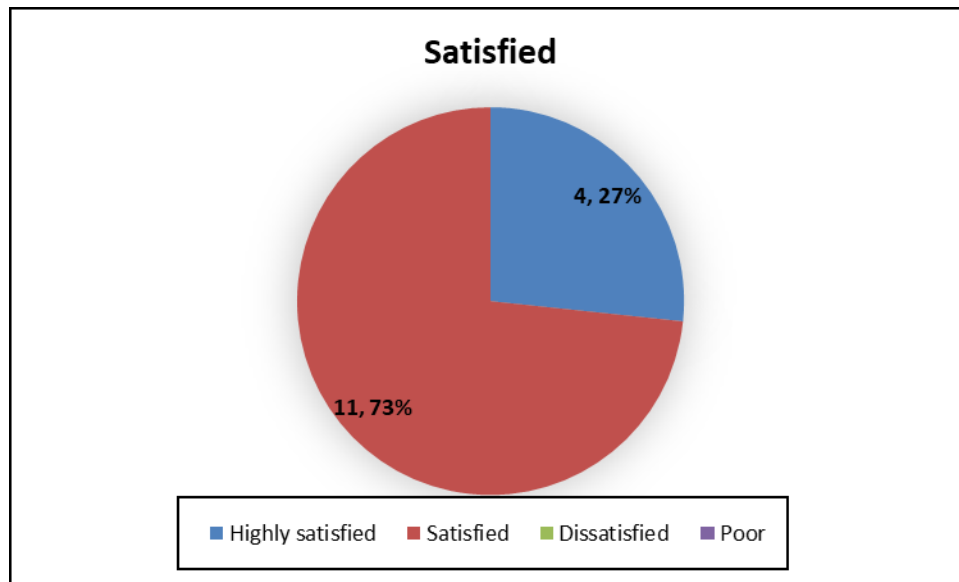Are you satisfied with the facilities provided by the library.

Fig. no. 14 Satisfied with the facilities provided by the library

As we can see in the above figure it is clearly noticeable that 73% of the respondents are quite satisfied with the facilities provided by the library whereas only 27 % are highly satisfied with the services provided by the library.