



**ORIGINAL RESEARCH PAPER**

**Library & Information Science**

**INFORMATION SEEKING BEHAVIOUR AMONG THE COLLEGE LIBRARY USERS IN BANGALORE CITY: A STUDY**

**KEY WORDS:** Information Seeking Behaviour, College library users, Bangalore University. User awareness.

**Mr. Murali. M** Research Scholar, Dept. Library And Information Science Bangalore University, Bangalore-560056

**Dr. K G Jayarama Naik** Professor, Dept. Library And Information Science Bangalore University, Bangalore-560056

**ABSTRACT** The present review studies the utilization of the collection of resources and services in the library and information centres in Bangalore District Colleges (Affiliated with Bangalore University, Bangalore) in Karnataka. To realize the information seeking behaviour (ISB) of college under graduation students and users of the workforce, 200 questionnaires were circulated. Out of 200, 172 feedbacks were received by users. Based on this, the current review focuses on utilization of resources, the purpose behind the visit to the library, the hours committed or spent in library, the favoured or preferred resources, and inquiry or searching criteria, and so on. Totally, this study reflects that library users are happy with the working or functioning of college libraries.

**INTRODUCTION**

Currently we all are live in the era of knowledge and information explosion. The explosion occurred in two ways, a). Number of Resources and b). Formats. It is a test to find out the ideal information from the affluence of information. Information Seeking Behaviour (ISB) basically alludes to who's need, what kind of information and for what reasons, how information is found, assessed and how it tends to be perceived and fulfilled. In 2000, Wilson characterized the term information seeking behaviour (ISB) as the entirety of individuals' conduct corresponding to sources and channels of information, including both active and passive utilization of information and information seeking. Information seeking for practices is a thorough term, inferring a gathering of activities that an individual performs to communicate information chasing, information needs, assess and choose information, and at last utilize this information to fulfil their information needs. The approach to gathering information might be not quite the same as individual to individual. The distinction might rely upon instructive capability, accessibility of information, age, orientation, need, inclination between various configurations; and so on this review expects to investigate the information seeking behaviour of college under graduation students and faculty members.

**Review Of Literature**

**Balakrishnan(2019)<sup>1</sup>**. "Have been aims to analyze the Graduate Library users' records use and recognition approximately Library and Information Resources in Chennai town. Descriptive survey approach and random sampling strategies had been used to choose out respondents. The questionnaire protected 30 questions, Liker five factors score scale changed into used. Three hundred questionnaires were distributed to the respondents, 295 crammed questionnaires were acquired, and 290 questionnaires had been decided on for analysis. The finding well-known shows that 50% of the graduate customers are the usage of the library for every day / often and the girl graduate customers are using the library for 4 to 6 hours every day. They are properly privy to library offerings and statistics belongings".

**Uma(2012)<sup>2</sup>**. "Found that information is important to all type of human resources. In an education group, libraries play a specific position to facilitate up to date statistics to its customers thru extraordinary sorts of services. Further, files utilized in library, frequency of visit to library, cause of visit to library are also mentioned in element".

**Thanush(2013)<sup>3</sup>**. "have a take a look at indicates that, the majority of 55 (50.00%) respondents agreed that problem records is the number one purpose of the usage of the library

and 41 (37.27%) respondents indicated that they may be the usage of the library for exam point of view. Around 40 (36.36%) respondents use the library for referring newspapers. It observed through 23 (20.1%) respondents use the library for finishing assignments and about 17 (15.45%) respondents agreed that they use the library for the purpose of seminars".

**Objectives Of The Study**

The present study was designed and carried out of explore the following objectives

- To determine awareness and use of library resources by the users.
- To know the users, frequency and purpose regarding college library visit.
- To find out type of information sources used by the library users.
- To reveal library user's opinion regards usefulness and adequacy of the library information source and services.
- To identify the barriers in using library resources and services.

**METHODOLOGY**

This study used survey method, questionnaire biased. As several similar users conducted before have also used this method for data collection. Present method is also favoured as it was less time consuming and economical for a distributed users or population. The questionnaires were individually distributed to the users (Students and Faculty members) of degree Colleges affiliated to Bangalore University, Bangalore city.

**Information Analysis And Interpretation**

Information gathered utilizing questionnaire based survey methods have been analyzed and interpreted here in tables and figures.

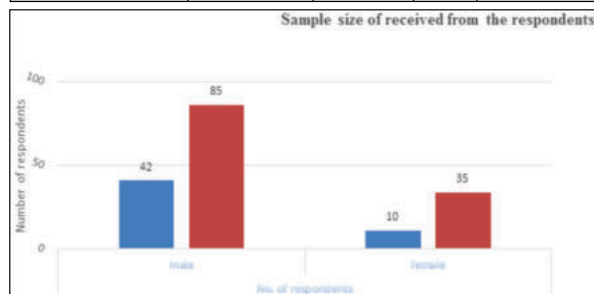
**A. The Sample**

There are a huge number of users. An example of all classifications (under graduation students and faculty members) of users was taken to discover their perspective with regards to the information seeking behaviour (ISB) and the services given by the college library. The accompanying table gives the classes of users and the example size of the review. Table 1 shows that 30.23% (52) of the users under study are instructors and 69.77% (120) are under graduation students. The example size has been decided for the review.

**Table-1 Sample Size Of Received From The Respondents**

Status	No. of respondents	Total	Percentage
	Male	Female	

Faculty members	42	10	52	30.23%
Students	85	35	120	69.77%
Total	127	45	172	100%
percentage	73.84%	24.42%	100%	



**B. Frequency of the visit to college library**

**Table 2: Frequency of visit to Library**

Frequency	Faculty members		%	Students		%	Total (N=172)	%
	Male	Female		Male	Female			
Daily	12	04	30.77	22	05	22.55	43	25.00
Weekly 2/3 times	15	04	36.54	25	07	26.67	51	29.65
Once in a week	11	01	23.08	17	09	21.67	38	22.09
Once in a month	03	02	09.64	22	23	29.17	40	23.26
Total	41	11		86	44		172	100

For the above table to assess the frequency of users visiting the college library, the period gap was ordered into four classes, as shown in Table 2. Most of users i.e. 29.65% (51) of users visit the library week after week 2-3 times, trailed by library users who visit the library every day, that is to say, 25.00% (43). The outcome shows that the vast majority of the under graduation students and instructors visit the library 2-3 times each week.

**C. Purpose of visit Library**

**Table 3: Purpose Of Visiting Library**

Purpose	Faculty members		%	Students		%	Total	%
	Male	Female		Male	Female			
To study	33	09	80.77	53	15	56.67	110	63.95
To borrow books	20	03	44.23	22	07	24.17	52	30.23
To collect course materials	14	01	28.85	15	05	16.67	35	20.35
Books shelves browsing	19	03	42.31	17	07	20.00	46	26.74
To read Journals	33	06	75.00	46	29	62.50	114	66.28

\*Multiple answers are permitted

This table 3 shows that the most extreme rate (%) of users, the both faculty members and students, visit the college library for study purposes, while users go to the library to read papers and magazines. This table further uncovers that 66.28% (114) of the respondents utilize the library to understand magazines, trailed by 30.23% (52) of users to acquire books from the library, trailed by 20.35% (35) to gather course materials.

**D. Users awareness of Library resources and Services**

**Table -4 The Users Awareness Of Library Resources And Services**

Services	Faculty members		%	Students		%	Total	%
	Male	Female		Male	Female			
Circulation services	20	12	61.54	25	07	26.66	64	37.02
Reference services	40	07	90.38	32	06	31.37	85	49.12
Books and Journals	34	04	73.08	38	04	35.00	80	46.51
Seminar/ conference proceedings	09	04	25	11	03	11.67	27	15.70
Indexing service	06	08	28.85	02	01	2.5	18	10.47
Abstracting service	06	04	19.23	06	05	9.17	12	06.97
Translation service	04	05	19.31	03	01	3.33	13	7.56
Bibliography services	06	05	21.15	02	03	4.17	16	9.30
News paper services	13	06	36.54	02	02	3.33	23	13.57
Inter Library Lone	07	05	23.08	07	1	06.66	20	11.67
CAS	02	04	11.54	00	00	00	06	3.49
SDI	01	05	11.54	00	00	00	06	3.49

\*Multiple answers permitted

To know the information on the resources and services of the college library, the users were gotten some information about the information on the services. Table 4 shows that 37.02% (64) of the respondents know the issuance/return of books, or at least, 63.46% (32) of instructors and 26.66% (32) of under graduation students. While most of respondents, for example, 49.12% (85), realized the reference Service. The table additionally shows that 46.51% (80) knew about the books and magazines accessible in college libraries. The modest number of users knew about the ordering administration, theoretical help, interpretation administration and CAS.

**E. Use and Awareness of Formal Sources of Information**

**Table 5: Use And Awareness Of Formal Sources Of Information**

Services	Faculty members		%	Students		%	Total	%
	Male	Female		Male	Female			
Text books	32	07	75.00	66	21	72.05	126	73.25
Journals	21	04	48.08	56	18	61.66	99	57.56
Year books	09	02	21.15	24	04	23.33	39	22.68
Thesis / dissertation	07	02	17.31	08	03	9.17	20	11.63
Dictionaries	18	02	38.46	19	03	18.33	42	24.42
Conference proc. /Seminars	07	02	17.30	08	02	8.33	19	11.05
Manual / Handbooks	01	02	5.77	09	03	10.00	15	8.72
Encyclopaedia	06	06	23.08	17	05	18.33	34	19.77
Technical reports	09	05	26.92	6	02	6.57	22	12.79
Patents	00	00	00	00	00	00	00	00
Standers	00	00	00	00	01	0.83	01	0.58
Indexing	01	02	5.77	00	01	0.83	04	2.33
Bibliographies	01	02	5.77	00	02	1.67	05	2.91

\*Multiple answers permitted

Table 5 shows that 57.56% (99) of most of respondents use magazines as a proper wellspring of information, while 73.25% (126) of respondents use reading material, 11.63% (20) proposals/theses, 22.68% (39) yearbooks, 24.42% (42) word reference, 19.77% (34) reference book, 8.72% (15) manual/handbooks, 2.33% (4) diary ordering/abstracts gathering/workshop procedures also. This table additionally shows that 0.58% (1) utilized norms, 12.79% (22) utilized specialized reports, and 2.91% (5) involved book indices as an essential and optional wellspring of information.

**F. Use and awareness of information source of information**

**Table 6: Use And Awareness Of Information Source Of Information**

Information Sources	Faculty members		%	Students		%	Total	
	Mal e	Fem ale		Mal e	Fem ale			%
Discussion with colleagues	38	10	92.31	46	19	54.17	113	64.94
Scanning of abstracting and indexing journals	39	08	90.38	16	07	19.17	70	40.23
Attend seminar/conference/workshops	28	07	67.31	69	28	80.83	132	75.86
Though reprint papers	21	08	55.77	14	12	21.67	55	31.61
Through mobile phone query	18	03	40.38	56	28	70.00	105	60.34
Personal collection	12	04	30.77	38	29	55.83	83	47.70

\*Multiple answers permitted

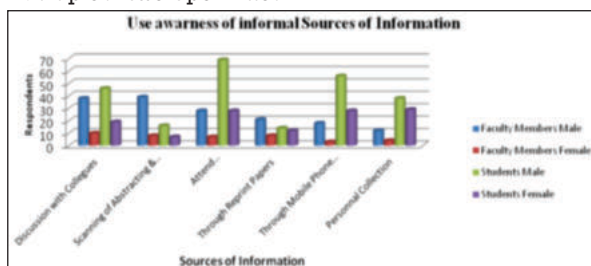


Table 6 shows that 47.70% (83) of the users use and know the personal collection of information, like the college library, while 75.86% (132) of the users use and know the informal sources of information, like national and international seminar/conferences, workshop and so on. The table likewise manages the utilization and information on casual wellsprings of information, for example, 40.23% (70) Scanning of outline and ordering diaries, 60.34% (105) Telephones, 64.94% (113) Discussion with partners and low level of casual wellsprings of information like visiting presentations, talking, filtering writing, and so forth.

**G. Use and Awareness of Electronic Information resources**

**Table - 7 Use & Awareness Of Electronic Sources**

Information sources	Faculty members		%	Students		%	Total	
	Member e	Member ale		Male	Fem ale			%
Internet based resource	39	08	90.38	72	33	87.50	152	87.36
e-journals	35	11	88.46	52	17	57.50	115	66.09

e-thesis	25	09	65.38	17	10	22.50	61	35.06
e-mail	30	08	73.08	66	23	74.14	127	72.99
Online information bases	24	07	59.62	34	20	45.00	85	48.85
CD ROMS	20	08	53.85	67	34	84.17	129	74.14

\*Multiple answers were permitted

Table 7 uncovers that 87.36% (152) of the electronic information resources utilized by instructors and under graduation student's use Internet-based sources. 35.06% (61) of Faculty members and Students use E-Thesis, 74.14% (129) of Faculty members and Students are to know and utilize. The table additionally addresses 48.85% (85) of online databases utilized by users, trailed by 74.14% (129) of CD-ROM databases utilized by workforce and under graduation students.

**H. Information seeking through Journals / Periodicals**

**Table 8: Information Seeking Through Journals / Periodicals**

Details	Faculty members		%	Students		%	Total	
	Mal e	Fem ale		Mal e	Fem ale			%
Library subscriptions	36	09	86.54	82	32	95.00	159	92.44
Personal subscriptions	32	06	73.08	80	30	91.67	148	86.05
Journal Articles Xerox from Library	40	07	90.38	74	33	89.17	154	89.53
e-journals subscriptions	39	11	96.15	80	30	91.67	160	93.02
Open access journals	30	09	75.00	68	30	81.67	137	79.65
Inter library lone	11	03	26.92	12	11	19.17	37	21.51
Document delivery service	06	02	15.38	14	08	18.33	30	17.44
To present paper in conference/workshops/seminar	32	14	88.46	03	04	5.83	53	30.81
Browsing back volumes	12	12	46.15	03	03	5.00	30	17.44
Retrospective searching of indexing/abstracting indexing	01	01	3.85	01	01	1.67	04	2.33
others	00	00	00	00	00	00	00	00

\*Multiple answers were permitted

Table 8 shows that most of the respondents, 92.44% (159), seeking for information through magazines or periodicals subscribed by the library, as well as individual. The table additionally shows that 89.53% (154) of respondents who seeking for information through Xerox magazines or periodicals duplicate theme related information from the library. This was the most effective way to look for information through open access diaries, as well as to introduce research papers in classes, gatherings, discussions, and so forth, that is to say, 30.81% (53) similarly. Less respondents seeking for information through private correspondence, diary membership, review search of ordering/abstracting diaries, interlibrary advance, and so on.

**I. Barriers of Information Seeking Behaviour**

**Table 9: Barriers Of Isb**

Details	Faculty members		%	Students		%	Total	%
	Male	Female		Male	Female			
Lack of time for searching	39	10	94.23	80	29	90.83	158	91.86
Lack of access to all information	36	09	86.54	76	30	88.33	151	87.79
Lack of reading materials	28	07	67.31	64	19	69.17	118	68.60
Lack of knowledge information	33	10	82.69	33	12	37.50	88	51.16
Lack of organization information	37	09	88.46	71	31	85.00	148	86.05
Lack of knowledge for use of the library resources & services	26	08	65.38	58	29	72.50	121	70.35
Lack of support from Library staff	38	10	92.31	69	31	83.33	148	86.05

\*Multiple answers were permitted

Table 9 shows 91.86% (158) of the Faculty members and under graduation students who experienced information search issues because of absence of time for the inquiry, while 68.60% (118) of the users have an absence of information. Admittance to college library understanding materials. This table additionally addresses the 87.79% (151) users who feel absence of admittance to information search, while 51.16% (88) library users say that because of absence of information for conduct information search. The exceptionally low level of benefactors confronted information seeking behaviour issues, like absence of authoritative information, absence of information about the employments of library resources and services, and absence of help from library staff.

**J. Purpose of seeking information**

**Table-10 Purpose Of Seeking Information**

Purpose	Faculty members		%	Students		%	Total	%
	Male	Female		Male	Female			
For carrier development	32	07	75.00	20	10	25.00	69	39.66
To solve immediate practical problem	39	09	92.31	59	28	72.50	135	77.59
To keep up to date	20	06	50.00	63	30	77.50	119	68.39
To write an article and research paper	38	10	92.31	19	14	27.50	81	46.55

\*Multiple answers were permitted

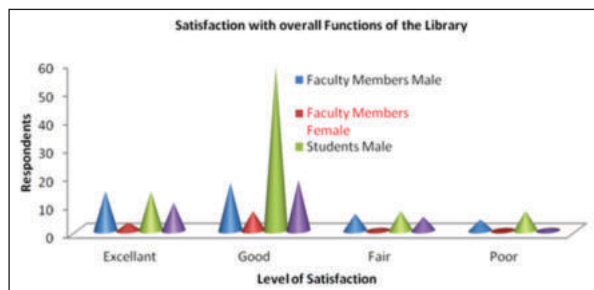
Table 10 demonstrates that the reason for the quest for information is to tell 77.59% (135) Faculty members and

under graduation students what was the most favored response to tackle a quick commonsense issue. Followed by the reasons that incorporate the quest for information to stay up with the latest and to compose an article and exploration paper.

**K. Satisfaction with over all functions of the Library**

**Table 11: Satisfaction With Over All Functions Of The Library**

Satisfaction	Faculty members		%	Students		%	Total	%
	Male	Female		Male	Female			
Excellent	13	04	32.69	13	11	20.00	41	23.84
Good	16	08	46.15	59	17	63.33	100	58.14
Fair	05	02	13.46	06	06	10.00	19	11.05
Poor	04	00	7.69	06	02	6.67	12	6.98
Total	40	12	100.00	86	34	100.00	172	100.00



Fulfilment with the overall elements of the library. Table 11 shows that the greatest level of users have appraised the library as 'good', that is, 58.14% (100), while 11.05% (19) of users have evaluated the library as 'fair'. And 23.84% (41) as 'excellent'. Followed by 6,988% (12) users who have appraised the overall working of the library as a "poor" classification.

**Findings And Conclusion**

In the examination and understanding of the information, the attributes of the requirement for information and the information seeking behaviour (ISB) of the users of the Library are uncovered. The discoveries created from this study give an adequate extent of the investigation of the two gatherings, while under graduation students use libraries more, while the contrary influences instructors, whose comprehension of electronic information services and information innovation information is exceptionally broad. This study uncovered that under graduation students and instructors visit the library to acquire books. In any case, it was noticed that the greater part of the staff and under graduation student's visit the library consistently.

It is recorded that the most elevated level of users, the both under graduation students and faculty members, visit the college library to review, while faculty members and under graduation students go to the library to understand magazines and papers. Users visit the library for the most part looking for reference sources and information explicit to their necessities. Subsequently, the motivation behind the users' visit to the library generally relies upon the extra energy or free period they have accessible to find out with regards to advancements in their singular fields. It has been seen that as the majority of the respondents involved magazines as formal wellsprings of information, while the greater part of the respondents involved books as a subsequent inclination. It was additionally observed that most users utilized the library after courses, meetings, conferences, public and worldwide studios that have a place with casual information sources. Most of respondents lean toward Internet services/resources. Other electronic information resources referenced were electronic diaries and electronic mail for the utilization and



information on electronic information resources in a specific order. Library inventory services were the most significant for current substance or improvement services. Most users utilized the information through membership to the college library, as well as individual memberships to magazines or periodicals, and the favoured reaction to take care of quick pragmatic issues. It has been seen that a large portion of the users were dealing with issue of absence of time to look in arrangement. It is observed that the fulfilment with the overall elements of the college libraries is great and standard since most of the users offered a response in such manner.

The current review is an endeavour to fill a hole in the far reaching information needs and information seeking behaviour (ISB) of under graduation students and workforce at Bangalore University associated college. The information needs of undergrad college library users are unique and profoundly subject to old books and material, so the accessibility of essential material or sources in college libraries is a significant issue in the quest for information. The information proficient dissects the consequences of the review, creates, plans and presents another college library and information services for the organization of information and college libraries.

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