

# Assessment of Information Seeking Behaviour of Post Graduate Students regarding Library Resources

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**Abstract:** This study is an attempt to find out the information seeking behavior and satisfaction level regarding library resources of post graduates students of University of Rajasthan, Jaipur. Survey research design was used for the study and for collection of data questionnaire was distributed among randomly selected 464 Post Graduate students of eight faculties of University of Rajasthan, Jaipur. Out of them 378 questionnaires were returned back. Results of the study presented that majority of the students visited library for the purpose of borrowing the books (76.19%) followed by to access reference resource (70.63%), study purpose (68.52%) and reading newspapers (64.81%). While 38.36 percent of respondents visited library to avail reprography service and then only 27.78% of students visit library to access e-resources. Further study depicted that majority of responders were very satisfied with collection of newspapers (37.30%) of the university library. 36.51% and 33.60% were in satisfied category with respect to collection of books and journals respectively but very dissatisfied with subscribed- e-sources of university library. Data pertaining to satisfaction level of students regarding library services provided by university library depicted that majority of respondents were very satisfied with issuing and return of books service (39.68%) followed by OPAC service (37%) and were dissatisfied with reading facilities, Internet facility, computers facility and with user guidance/awareness service of the library. Study recommended for subscription of more need based e-sources and user awareness/educational programme for efficiently utilization of university library sources and service.

**Key words:** Information seeking behavior, Post Graduate Students, Library resources, University, Rajasthan

## 1. INTRODUCTION

Information seeking is the process of obtaining information from various sources ie; formal, informal and electronic sources etc. It is the process individuals search and make use of information to fulfill their information need. The way of information seeking differs from person to person. The behavior of seeking information is affected by the personal, emotional, educational and demographic variables of the person who seeks information. Students have also differed in information seeking behaviour due to their different attributes and needs. Library is also an important source of information among students. Library serve as major source of information as it provides authentic reference materials, relevant and realistic information for study and research purpose. Students are very important segment of any educational institutions. They are the big chunk of the users of university libraries. It is a responsibility of the university to provide right information at right time to their students. Therefore, to provide requirement based information to the students, there is a great need to study the information seeking behaviour and satisfaction level of students regarding library resources. Chodha and Gupta (2017) revealed that to provide effective and useful resources and to increase satisfaction level and frequency visits of users in library there is a need to assess the information seeking behaviour of students.

## 2. METHODOLOGY

This study was conducted at Rajasthan University, Jaipur district, Rajasthan. It was selected purposively as it is the largest (in terms of land area and number of students enrolled) and oldest (established on 8<sup>th</sup> January 1947) State and Public University of Rajasthan. The population of the study consisted of the students studying in the PG degree courses in the academic session of 2019-2020, under the eight faculties (Science, Arts, Commerce, Education, Fine Arts, Law, Social Science and Engineering and Technology) of University of Rajasthan Jaipur. Descriptive survey research design was used to collect data through online survey questionnaire. Questionnaires were distributed among 464 randomly selected Post Graduate students of all eight faculties of University of Rajasthan Jaipur. Out of them 378 questionnaires were returned back with the 81.46 percent overall response rates.

**3. RESULTS AND DISCUSSION**

The information seeking behavior of students with respect to library visiting behaviour and periodicity of visit, preference regarding library sources and services, satisfaction on library collection and service provided by university library are analyzed.

**3.1 Type of library used**

Type of library used by the respondents is depicted in Table 1. It is observed from the table that 78.57%, of the total respondents use university library followed by 65.87% who used the departmental library. 36.77% of the total respondents also were found to use other libraries for meeting their information needs.

**Table 1 : Type of library used by respondents**

Type of Library	Frequency	Percentage
University central library	297	78.57
Departmental library	249	65.87
Other libraries	139	36.77

**3.2 Periodicity of visit to library**

Results regarding periodicity of visit to library presented in Table 2. It is showed from the Table: 2 that higher number of the respondents (35.19%) visit library daily followed by once in a week (21.96%), fortnightly (17.20%), occasionally (14.02%), alternative days (7.14%) and remaining of them visited library once in a month (4.50%). Findings of the study are in accordance with the findings of Ismaila (2019), Ibrahim, (2018) and Kumar (2017).

**Table 2: Periodicity of visit to library**

Frequency	Number	Percentage
Daily	133	35.19
Alternative days	53	7.14
Weekly	83	21.96
Fortnightly	65	17.20
Monthly	17	4.50
Occasionally	27	14.02

**3.3 Purposes of use of the library services**

Table 3 gives a picture of visits made by the respondents for various purposes at the library. Table 3 showing that majority of the respondents visited library for the purpose of borrow the books (76.19%) followed by to refer reference resource (70.63%), for study purpose (68.52%), reading newspapers (64.81%) and to access Project/Thesis /Reports (52.11%). While 38.36 percent of respondents visited libraries to avail reprography service followed by 27.78 percent visited library for accessing e- resource. The low extent of use of e-resources may be due to lack of awareness about available subscribed e-sources or may be due to inadequacy of these resources as per their demands, This response level is to an extent close the findings of Okorie *et al.* (2018), Kumar (2017) Poongodi and Santhi (2017).

**Table 3: Purposes to use of library services**

Purpose of Visit to Library	Number	Percent
Borrowing Books	288	76.19
Access Reference Resource	267	70.63
Access Periodicals	227	60.05
Access Thesis and project reports	197	52.11
Reprography service	145	38.36
Read News Paper	245	64.81
Access e- Resource	105	27.78
Study Purpose only	259	68.52

**3.4 Time spent**

An attempt has been to assess the time spent by students in the library per day and the results shown in Table 4 The Table 4 presented that majority of the respondents (30.95%) spend one to two hours in the library followed by two to

three hours (27.25%), less than one hour (23.02%), three to four hours (12.70%) and rest of them (6.08%) spend more than four hours in the library. Similar findings were found by **Poongodi and Santhi (2017)**.

**Table 4: Time spent in the library per day**

Time spent (hours)	Number	Percent
0-1	87	23.02
1-2	117	30.95
2-3	103	27.25
3-4	48	12.70
>4	23	6.08

**3.5 Opinion on adequacy of library Collection**

Table 5 shows that 34.66% percent of respondents stated the collection of the of the university library adequate while its collection has been attributed as very adequate and excellent by 31.74 percent and 14.02 percent respondents respectively. 19.58 percent of respondents reported that the collection of university central library is inadequate. Collection of departmental library has been stated to inadequate and adequate by 50.53 percent and 30.69 percent respondents respectively. Its collection was found as very adequate by 16.40% of respondents. Adequate information materials as per need is necessary to gratify information needs of the respondents, inadequacy in collection may hinders the information searching process of students. Findings are in conformity with the findings of **Upadhyay and Tanu (2014)**.

**Table 5: Opinion on Adequacy of Library Collection**

Type of library	Adequacy of collection							
	Excellent		Very adequate		Adequate		Inadequate	
	No.	%	No.	%	No.	%	No.	%
University central library	53	14.02	120	31.74	131	34.66	74	19.58
Departmental library	9	2.38	62	16.40	116	30.69	191	50.53

**3.6 Satisfaction level regarding collection in university library**

Table 6 present the levels of satisfaction with the collections of University library. Table 6 indicates that the majority of the respondents had satisfied (36.51) to dissatisfied (23.54%) level of satisfaction regarding collection of books including text and reference. And most of respondents satisfied regarding collection of periodicals (33.60%). However nearly 40 percent and 30 percent were very satisfied with collection of newspapers and thesis/project reports respectively. Further study reported that a large number of respondents were neutral with CD Rom data base (66.14%) and with indexes/ library catalogue (47.61%). Results of the study also indicated that nearly 37 percent were dissatisfied with collection of subject books It may be due to inadequacy of books as per their course content. Further study focused that nearly 60 percent of students were dissatisfied with e-resources subscription. Lack of awareness, Inadequacy and lack of knowledge regarding utilization of e-resources may be the reasons behind the dissatisfaction towards provided e-resources. Findings of the study are in conformity of the findings of **Khan et al. (2019)**, **Shukla and Lalrinenga (2018)**, **Wagwu and Obuezie (2019)**, **Sujata and Sushma (2017)** and **Pratap (2016)**.

**Table 6: Distribution of the respondents on the basis of satisfaction level regarding collection in library**

Source and services	Level of satisfaction									
	Very satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	
	No.	%	No.	%	No.	%	No.	%	No.	%
Books (Text and reference)	39	10.32	138	36.51	62	16.40	89	23.54	50	13.23
Periodicals	62	16.40	127	33.60	69	18.25	68	17.99	52	13.76
Thesis and project report	113	29.89	89	23.55	78	20.64	69	18.25	29	7.67
Conference Seminar Proceedings	40	10.58	80	21.16	89	23.54	111	29.37	58	15.34
Indexes/ Library catalogue	62	16.40	72	19.05	180	47.62	44	11.64	20	5.29

News papers	141	37.30	91	24.08	59	15.61	49	12.96	38	10.05
CD Rom data base	20	5.29	39	10.32	250	66.14	37	9.79	32	8.46
Subscribed e-resources	35	9.26	50	13.23	67	17.72	88	23.28	138	36.51

**3.7 Satisfaction level regarding library services**

Table 7 depicts satisfaction level of students regarding services/facilities provided by library. It is observed that majority of the respondents were satisfied with Issuing and return of book (39.68%), OPAC service (37.03%) and reprography services (33.60%) rendered by the library. Further study showed that majority (44.98%) of students were not satisfied with user guidance service followed by computer facility (37.04%) and internet facility (34.39%) As majority were not satisfied with user guidance and awareness service, it may be due to lack of library staff or it may due lack of trained staff as well as majority were not satisfied with internet facility of university library it may be due to lack of awareness about the use of internet service and as well as other resources. This response level is to an extent close the findings of **Wagwu and Obuezie (2019), Kumar (2017) and Gudi et al. (2014)**.

**Table 7: Distribution of the respondents on the basis of satisfaction level regarding library services**

Source and services	Level of satisfaction									
	Very satisfied		Satisfied		Neutral		Dissatisfied		Very	Dissatisfied
	No.	%	No.	%	No.	%	No.	%	No.	%
Issuing and return of book	87	23.02	150	39.68	73	19.31	38	10.05	30	7.94
OPAC facility	107	28.30	140	37.03	75	19.85	30	7.94	26	6.88
Reading facilities	32	8.47	66	17.46	88	23.28	137	36.24	55	14.55
Reprography service	98	25.93	127	33.60	77	20.37	47	12.43	29	7.67
Internet facility	36	9.52	50	13.23	71	18.78	130	34.39	91	24.08
Computers Facility	25	6.61	38	10.05	89	23.54	140	37.04	86	22.75
User guidance//awareness service	0	0.00	38	10.05	120	31.75	170	44.98	50	13.22

**CONCLUSION**

Study suggested that to promote the usage of information/library resources effectively and to increase the frequency of visits of students in library and to enhance their satisfaction level towards library resources and services there is a need of improvement of physical infrastructure facility for reading,, improvement in computers facility ,easy access to internet facility, and properly organized web page of university library with link to need based e-resources/data base and of students’ orientation/awareness programme at the beginning of every academic session.

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