

Information Seeking Behaviour of the users in The Energy Resource Institute (TERI), New Delhi: A Survey

Part -1 (Library Science)

Chapter-III

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Abstract: Libraries serve as a center for providing the right information to the right people at all times. User studies are to be recognized as an important part of the information packages. Information providers like the library and information centers need to be aware of their users' information requirements as well as their information seeking and information retrieving methods in order that they might be able to provide better services. The main objective of the present research paper is to study the information seeking behaviour of users in TERI University Library, New Delhi. This study examines several aspects of library use, including frequency of visiting the library, satisfaction with the opening hours of the library, library collection and user satisfaction from library services. The sample of 110 users (post graduate and research scholars) from TERI University Delhi was taken for the study. The questionnaire was developed by investigator and administered on the selected sample for data collection. The study also covers the use of reference sources in the library. It was found that users are aware about the internet services and reprography services. Some suggestions are also provided on the basis of study for enhancing the satisfaction level.

Keywords: Information Seeking Behaviour, Library Users, TERI, New Delhi

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Introduction

Information seeking behaviour involves personal reasons for seeking information, the kinds of information which are being sought, and the ways and sources with which needed information is being sought. Information seeking behaviour is the purposive seeking for information as a consequence of a need to satisfy some goal. In the course of seeking, the individual may interact with manual information systems i.e., such as a newspaper or a library, or with computer-based systems such as Internet/WWW.

About TERI School:

TERI was established in 1974. While in the initial period the focus was mainly on documentation and information dissemination activities, research activities in the fields of energy, environment, and sustainable development were initiated towards the end of 1982. TERI lays great emphasis on training, capacity building, and education. In 1999, it set up the TERI School of Advanced Studies, recognized as a deemed university by the University Grants Commission, India. The TERI School is evolving as a research university, offering doctoral and master's programmes in bio-resources, biotechnology, energy, environment, and regulatory and policy studies.

Objectives of the Study:

The present study attempts to achieve the following objectives:

1. To know the frequency of visit to library by the users of TERI library and information Centre.
2. To identify the existing use pattern and information gathering habits among the users.
3. To find out the availability and effective use of information sources and services, offered by the TERI library.
4. To know the level of satisfaction in use of library collection and services offered by the TERI library
5. To find out the various problem faced by the users of TERI library.

METHODOLOGY:

160 questionnaires were distributed to Research scholars, Postgraduates 120 filled in Questionnaire was returned back. The Investigator selected 110 questionnaires for the analysis.

TABLE I : FREQUENCY OF VISIT TO THE LIBRARY

Time	Postgraduates	Research Scholars
Daily	24 (57.14)	60 (88.23)
2-3 in a week	10 (23.80)	8 (11.76)
Once in a week	8 (19.04)	----
Once in a 15 days	---	----
Total	42 (100)	68 (100)

From table 1 it is observed that majority of the PG users 24 (57.14) and Research Scholars 60 (88.23) and visits the library on daily basis PG users 10 (23.80) and 8 (11.76) Research Scholars and followed by 2-3 times a week. PG users 8 (19.04) and No response of Research Scholars and followed by Once in a week.

TABLE II : PURPOSE OF VISITING THE LIBRARY

Respondents	Borrow Books	Consults Periodicals	Read Newspaper	Total
Research scholars	24 (35.29)	30 (44.11)	14 (20.58)	68 (100)
Post graduates	32 (76.19)	4 (9.52)	6 (14.28)	42 (100)

Research scholars: It is observed that 24 (35.29) out of 68 respondents among research scholar’s visited the library to borrow books, 30 (44.11) respondents visited the library consult periodicals and 14 (20.58) for Read Newspaper.

Post graduates: Similarly, in case of post-graduates 24(57.14) out of 42 respondents search the documents author wise and 14 (33.33) for Title and 10(23.80) for Subject and 4(9.52) others for searching the documents.

TABLE III :STRATEGY FOR SEARCHING THE DOCUMENTS

Respondents	Author	Title	Subject	Others	Total
Research scholars	36 (52.94)	20 (29.41)	8 (11.76)	4 (5.88)	68 (100)
Postgraduates	24 (57.14)	14 (33.33)	10 (23.80)	4 (9.52)	42 (100)

Research scholars: It is observed that 36 (52.94) out of 68 respondent among the research scholars search the documents author-wise. And 20 (29.41) for Title and 8(11.76) for Subject and 4(5.88) others for searching the documents.

Post graduates: Similarly, in case of post-graduates 24(57.14) out of 42 respondents search the documents author wise and 14 (33.33) for Title and 10(23.80) for Subject and 4(9.52) others for searching the documents.

TABLE IV : RANKED ORDER OF DOCUMENTS USED IN

S. No	Ranking of documents	1		2		3		4		5		6		7	
		R.S.	P.G.	R.S.	P.G.	R.S.	P.G.	R.S.	P.G.	R.S.	P.G.	R.S.	P.G.	R.S.	P.G.
1	Books	30 (44.11)	32 (76.19)	22 (32.35)	10 (23.80)	16 (23.52)	-	-	-	-	-	-	-	68 (100)	42 (100)
2	Periodicals	26 (32.35)	14 (33.33)	30 (44.11)	10 (23.80)	12 (17.64)	18 (42.85)	-	-	-	-	-	-	68 (100)	42 (100)
3	Reference Books	28 (41.17)	22 (52.38)	32 (47.05)	14 (33.33)	8 (11.76)	6 (14.28)	-	-	-	-	-	-	68 (100)	42 (100)
4	Newspapers	-	-	-	8 (36.36)	16 (44.44)	10 (44.45)	12 (33.33)	4 (18.18)	8 (22.22)	-	-	-	68 (100)	42 (100)

Research scholars: In this table it is observed that 30 (44.11) out of 68 respondents among research scholars gave first rank to the books.

Post graduates: In case of books it is observed that 32 (76.19) out of 42 respondents gave first rank.

TABLE V: AWARENESS ABOUT SERVICES AVAILABE IN LIBRARY

SERVICES			Research scholars (68)	P.G. (42)
Lending Service	Books	Yes	50 (73.52)	24 (57.14)
		No	18 (26.47)	18 (42.85)
	Periodicals	Yes	60 (88.23)	18 (42.85)
		No	8 (11.76)	24 (57.14)
Inter Library Loan Service		Yes	-	-
		No	68 (100)	42 (100)
Reference and Information Service		Yes	58 (85.29)	36 (85.7)
		No	10 (14.70)	6 (14.28)
Bibliographic Service		Yes	44 (64.70)	16 (38.09)
		No	24 (35.29)	26 (61.90)
Internet Service		Yes	68 (100)	42 (100)
		No	-	-
CD-ROM service		Yes	44 (64.70)	30 (71.42)
		No	24 (35.29)	12 (28.57)
Reprographic Service		Yes	68 (100)	42 (100)
		No	-	-
Microfilms Service		Yes	-	-
		No	68 (100)	42 (100)

Research Scholars: It is observed that 50 (73.52) out of 68 respondent gave their responses as ‘Yes’ to the lending services to the books. Similarly, 58(85.29), respondents gave their responses as ‘Yes’ about the awareness of reference and information services.

Post graduates: It is observed that 24 (57.14) out of 42 respondent among the post graduates gave their responses as ‘Yes’ to the lending services to the books. Similarly, 36 (85.7), respondents gave their responses as ‘Yes’ about the awareness of reference and information services.

TABLE VI: LIBRARY COLLECTION

Respondents	Excellent	Good	Adequate	Poor
Research scholars (68)	44 (64.70)	24 (35.29)	-	-
Postgraduates (42)	36 (85.71)	6 (14.28)	-	-

Research scholars: It is observed that 44 (64.70) out of 68 among the research scholars stated that library collection is excellent.

Post graduates: It is observed that 36 (85.75) out of 42 of the research scholars opined that library collection is excellent.

Conclusion:

Nowadays, information is a basic necessity of everyday life. For anything and everything information is required. Information can be obtained or retrieved from a variety of sources.

The core of the library profession remains the same but methods and tools for information delivery continue to grow and change dramatically. The results of this study reveal users are satisfied with library collections and services, but who want training in the use of online information. Although document delivery service is being provided on demand, the researchers pointed out that it would be worthwhile if the library could provide them with indexing, abstracting and interlibrary loan service as well. Libraries must understand information-seeking behaviour of users to re-engineer their services and provide information efficiently. User education about library using must and should be carried out as a seminar or workshop training.

Suggestions:

- i) Libraries should take steps to make available or increase e-books, e-journals, and abstracts and provide data base services in online and offline. Libraries should also subscribe to print versions of the back issues of professional journals to fill in those missing issues or those not earlier subscribed to.
- ii) The library should provide an orientation program if necessary. Hence, it is suggested that advanced training for users at different levels should be started. Content of training programs should be: a) basic introduction to library services and facilities; b) using OPAC; c) methods and tools for searching information resources; d) using the internet; e) using online and CD-ROM databases; f) using electronic journals; g) introducing reference books; h) introducing audio/video materials; and i) introducing appropriate indexes and abstracts.
- iii) Librarians should take the initiatives to prepare a list of subject web sites that are useful to the users.
- iv) Computer print-out and CD writing services should be provided with nominal charges at the college libraries.
- v) Links to open access repositories, data bases and online journals should be provided on the library web page.

Findings:

1. High percentages of the users visit the library daily.
2. Majority of the RS users use periodical 30 (44.11) and PG 32 (76.19) for borrows books.
3. High percentage of the users searching the document for author.
4. High percentage of the users gave first rank to the books.
5. Majority of the users are aware Internet and Reprography services provide by the library.
6. High percentages of the users observed that library collection is Excellent.

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