

A MINOR RESEARCH PROJECT ON

INFORMATION SEEKING BEHAVIOR OF UNDER-GRADUATE

STUDENTS IN RATNAGIRI DISTRICT COLLEGES, AFFILIATED

TO UNIVERSITY OF MUMBAI, MAHARASHTRA

BY

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DECLARATION

We hereby declare that the work done under the project entitle “Information Seeking Behavior of Under-Graduate Students in Ratnagiri District Colleges, Affiliated to University of Mumbai, Maharashtra” is the original work carried out by Mr. Sudhir Pandurang More, in the D.B.J. College, Chiplun, Dist. Ratnagiri.

Till the date, no part of this work has been published in any journal or book.

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Place: Chiplun

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1. Introduction

1.1 Preface: Information is power. It is the age of competition for information. Those having genuine information are called super powers. Thus, we are no strangers to the power of information. Our very lives depend on it. Libraries are supposed to be maintained and disseminate the information in a systematic way. User studies are becoming the most important area of information research. Knowledge resource centers, like libraries need to be aware of their users' information requirements as well as their information seeking behavior, and also the information retrieving methods in order to be able to provide better service to them.

It is quite realistic that information plays a vital role in each individual's life. There may not be any single field of research or activity, where information is not needed. We get the information from variety of sources throughout the day. Radio, newspapers, television, internet, mobiles, books, etc. are the major media which provides different types of information. Information is a power. Those were the days, when a country with rich resources was known as powerful country. Now the country which is having most reliable, and abreast powerful information resources (information as product), are called as super power country. Now this is the information explosion age, where information is generated, and distributed with high speed.

1.2 Information: some definitions-

Despite our familiarity with the term 'information', we are not been able to properly define the term. For the layman, the term 'information is facts, or data, or knowledge, or the wisdom.' Some scientists defined the term 'information' as follows- According to Shannon and Weaver, "Information is any stimulus that reduces uncertainty."

Ching-Chih Chen and Peter Hermon define information as, "all knowledge, ideas,

facts, data and imaginative works of mind which are communicated formally or informally in any format.”

Information is also called with same meaning with data or facts or even knowledge. It is realistic that data or facts are only a part of information or information is a part of knowledge and wisdom. Following explanation will clear the understanding of these terms.

Facts: Facts are the things known to be happened or to be true or exist.

Data: Data is the smallest element of information. It may be in the form of signs, symbols, which are generally represents, the number of people, objects, events and concepts.

Knowledge: Knowledge is an organized set of statements of facts or ideas presenting a reasoned judgment or an experimental result which is transmitted to others through communication medium in some systematic form.

Wisdom: Wisdom is an individual behavior which comes to one through acquisition of sound knowledge, and the related virtues gained through age and experience. The behavior may comprise among others, ability to see far ahead into the future, have a vision of things to come and judgment in selecting the right alternatives among several others available, fir making a decision. Wisdom is the highest form of knowledge, so cannot be transferred, it can only be acquired.

1.3 Origin of Information: Information is so vital to human life. Knowledge is the result of research. The work of scientists in the field of science, technology, social science, and humanities gives the birth to information, which is beneficial to the whole society. The government undertakings play the major role that R&D also generates more and more information.

Business and industrial information is generated by the activities of this organization. Social and political information is made available to us through the recordings of the people who lived in different ages or eras.

Sources of Information: The generated information finds its way into the following types of sources-

1. **Primary sources**, such as periodicals, research reports, conference proceedings, patents, standards, trade literature, thesis etc.
2. **Secondary sources** such as, indexing and abstracting journals, reviews of progress, reference books (encyclopedias, dictionaries, handbooks, tables, treatises, monographs, textbooks etc.)
3. **Tertiary sources** such as yearbooks and directories, bibliographies, guides to the literature, lists of research in progress, guide to libraries and organizations. Audio-visual sources are also included in the tertiary sources of information.

1.4 Information Needs: In order to understand the concept of ‘information need’, one has to define the term ‘need’. But the use of terms like ‘want’, ‘requirement’, ‘demand’ etc. complicates the matters.

The Encyclopedia of Psychology has given a comprehensive and clear explanation of the term ‘need’. ‘Need’ is an internally or externally aroused, brain located force, subjectively experienced as an impulsion or felt necessity to act so as to produce a certain effect which ordinarily expected to be beneficial to the living being.

1.5 Types of Information Needs: Tague has presented the following types of information needs, which are mostly self explanatory.

1. Social or pragmatic information needs,
2. Recreation information needs,
3. Professional information needs,

4. Educational information needs,
5. Specialized information needs, for the physically handicapped, emotionally disturbed, geographically isolated, the non-speaking language groups etc.

1.6 Information Seeking Behavior:

When a need arises, people take action in order to satisfy that need. Different strategies or modes of actions are taken to settle the needs. The same is applicable for the satisfaction of information needs. An individual realizes that when he needs information, it will not come to him on its own; therefore he has to go for seeking it.

Ching-Chih Chen has defined information seeking as follows, “Information seeking patterns are the paths pursued by the individual in the attempt to resolve a need.”

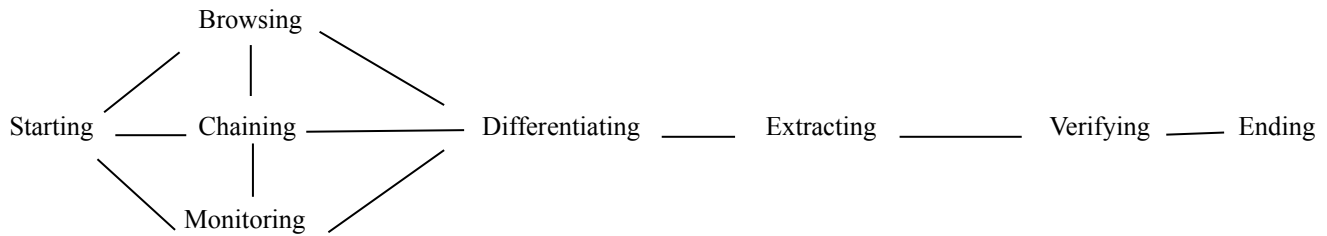
According to Girja Kumar, “Information seeking behavior is mainly concerned with who needs what kind of information for what reasons, how information found, evaluated and used.”

T.D. Wilson defines “Information seeking behavior” as “those activities a person may engage in when identifying his or her own needs for information, searching for such information in any way, and using or transferring that information.”

1.7 Information seeking models:

Many models have been framed in order to explain the information seeking process. A model is a framework for thinking about a problem or its statements, often in the form of diagrams, that attempt to describe information seeking activity, the causes and consequences of that activity, or the relationships among stages in information seeking behavior. Some of the models that have been developed so far are given below-

I. Ellis and Ellis (1989) Cox and Hall (1993) Model of Information seeking behavior:



Starting: The means employed by the user to begin information seeking, for example, asking a knowledgeable colleague.

Chaining: Following footnotes and citations in known material or forward chaining from known items through citation indexes.

Browsing: Semi-directed or semi-structured searching.

Differentiating: Using unknown differences in information sources as a way of filtering the amount of information obtained.

Monitoring: Keeping up-to-date or current awareness searching.

Extracting: Selectively identifying relevant material in information source.

Verifying: Checking the accuracy of the information.

Ending: The tying of loose ends through a final search.

II. Kuhlthau studying the information seeking behavior of students doing a research assignment, formulated a model depicting common patterns of tasks, feeling, thoughts and actions in six stages:-

Initiation: to recognize information need

Selection: to identify general topic

Exploration: to investigate information on general topic

Formulation: to Formulate focussed perspective

Collection: to gather information pertaining to focus

Presentation: to complete information search.

1.2 The problem:

Information Seeking Behavior of Under-Graduate Students in Ratnagiri District Colleges, Affiliated to University of Mumbai, Maharashtra, is the main problem studied by the researcher. The Undergraduate students in Ratnagiri district colleges of Mumbai University are expected to maximally utilize the library as one of their major sources of information. However, from the present observation and from the studies conducted on information seeking behavior of these students, it was established that students do not use most of the library information resources. It was assumed that students could be experiencing technical problems in accessing information resources; coupled with lack of knowledge and awareness of the resources. The students' poor information seeking behavior was singled out as the biggest cause that needed investigation.

1.3 Objectives:

The main objective of the present study is to identify and know the information needs and information seeking behavior of under-graduate college students. The specific objectives related to the above mentioned subject are-

1. To know the purpose of information seeking,
2. To study the information seeking behavior of undergraduate students,
3. To measure the library services rendered by the colleges to its students,
4. To identify the various resources adopted for information seeking;
5. To establish the problems that encountered by the college students during information seeking,
6. To give suggestions to improve library services and facilities,
7. To suggest strategies of improving information seeking behavior of students.

1.4 : Geographical Area of Research:

Ratnagiri District: (Historical background)

Ratnagiri is a coastal district of Maharashtra state, situated in the western coast of India. It has north-south length of about 180 km. and average east-west extension of about 64 km. Sahyadri hills surround it in the east beyond which there are Satara, Sangli and Kolhapur districts, Raigad district in the north, the Arabian Sea in the west and Sindhudurg district in the south. Ratnagiri district has an area of 8208 sq.km. and the population is 16,96,482 (Census, 2001).

In 1731 Ratnagiri came under the control of Satara kings; in 1818 it was surrendered to the British. A fort was built during the Bijapur dynasty and strengthened in 1670 by the Maratha king Shivaji, which is located on a headland near the harbor. It is one of the ports of the Konkan coast. It has a palace where the last king of Burma, Thibaw and later Veer Savarkar were confined.

This region was under the rule of the Mauryas, the Nalas, the Silaharas, the Chalukyas, the Kadambas, the Portuguese, the Marathas and subsequently the British. In 1948 the independent princely state of Sawantwadi was merged with the Indian union and in 1956 with Bombay Province. In 1960 with the creation of Maharashtra, Ratnagiri became a district. In 1981 Ratnagiri district was bifurcated and the new district of Sindhudurg was created.

Ratnagiri is noted for the delicious golden Haapus (Alphonso) mangos. The heavy rainfall results in a highly eroded landscape in the coastal region. Fertile alluvial valleys produce rice and coconut as the main crops; fruits and cashew nut cultivation is being promoted.

Ratnagiri can be physically divided into 3 zones.

Coastal Zone : This zone extends to about 10-15 km from seacoast and generally has low altitude and about 2500 mm rainfall. Most of the activities in this area are connected with sea. This area contains numerous beaches, creeks, sea forts, harbors, hot water springs, caves, temples and other religious places, places of scenic beauty as well as

birthplace of some great personalities. The possible tourist activities include inland and sea water ways, sailing, boating, water sports like water scooter, canoeing, fishing, camping, marinas, coastal resorts and marine parks; but the major problem is the lack of easy accessibility and road network.

Hill area Zone: This area includes the western slopes of Sahyadri and extends up to about 10-15 km. It generally has medium to high altitude with high rainfall of about 3500 mm. A large area in this zone is covered by forest although it is deteriorating very fast. A substantial drop in temperature is experienced at places exposed to the rising western breeze. This area contains hill forts, ghat roads, forests, wild life, etc. It gives panoramic views at many places. The possible tourist activities include trekking, hiking, forest camps, holiday resorts, bird sanctuaries, wild life safari, etc.

Middle Zone: This area lies between the coastal and hill areas and generally has a medium altitude. It is more accessible due to the Bombay-Goa-Highway as well as the Konkan railway. However, it contains very few places of tourist interest, mostly religious places and hot water springs. In 1981, old Ratnagiri district was divided into two districts, i.e. Ratnagiri and Sindhudurga. Ratnagiri comprises of 9 talukas, viz. Chiplun, Dapoli, Guhaghar, Khed, Lanje, Mandangad, Rajapur, Sangameshwar and Ratnagiri.

Climate: The climate is humid. The maximum temperature rises to 34-35° degree Celsius and minimum is 19° degree Celsius. Rainfall average is 330 cm. From coast to Sahyadri the proportion of rainfall increases. June to October is rainy season. During the month of July, the district receives maximum rain.

Education: Though Konkan region is economically poor, the field of education is never neglected. Ratnagiri has produced some very illustrious personalities. The first Bharat Ratna laureate Maharshi Karve is from Dapoli. A photo museum in his honour is maintained at Harne, Dapoli. Father of our constitution Dr. B. R. Ambedkar was also

from Dapoli. Lokmanya Tilak was from Ratnagiri itself and his house has been converted into a museum. Ratnagiri has also produced some great educationists and reformers like Wrangler Paranjpe and Veer Savarkar.

Literacy Rate:

According to Census 2001, the literacy rate of Ratnagiri is as follows- Male: 86.28% and Female: 65.98%. In the year 2000, state Government had 4 primary schools and Zilla Parishad had 2627 schools of primary level. Municipal Council had 20, Private (Non-Aided) 31 primary schools in the district.

Some distinctive features of Ratnagiri District:

- Over 85% of the land surface in Ratnagiri district is hilly. All rivers in the district originate in the Sahyadri ranges and flow from east to west and merge in Arabian Sea. Important rivers of the district are Vashisthi, Jagabudi, Shastri and Naringi.
- It has 167 km long sea coast which contains many beaches, pats, and forts. 180 km long Sahyadri hill range, contains hills, hill forts, wild life and many places of scenic beauty. Number of creeks-ideal and safe for water sports, boating, fishing, swimming, camping etc. Few rivers-which are navigable up to about 40 km distance from sea is also a good attraction for water front activities. A natural wonder like hot water springs at few places.
- Hills, sea shores, creeks, rivers, hot water springs, forests, water falls, & religious places attract tourists & pilgrims from great distance.
- Birthplaces of many famous personalities like Lokmanya Tilak, freedom fighters, politicians, poets, authors etc.
- Alphonsa Mangoes [Hapus], Cashew nut, Kokum, Coconut etc. are famous for their quality and taste.
- Vivid cultural activities like folk dances and drama; local arts and crafts. Konkan is famous for its koli dances, the Dashavatari drama etc.

- Characteristic Konkan cuisine, especially non-vegetarian dishes of fish, prawns and seafood are mouth-watering.

Scope and Limitations of the Research Study:

In Ratnagiri district, nearby 23 senior and 7 polytechnic colleges, one University Sub-Centre, affiliated to Mumbai University is extending the educational facilities to the patronage. The scope of the present study is to ascertain the information seeking behavior of under-graduate students of Ratnagiri District of Maharashtra. Therefore, 15 senior colleges from 9 talukas of Ratnagiri district, which are affiliated to University of Mumbai have been chosen for the study. The information needs of Arts, Commerce and Science students have been studied in this research work. Following senior colleges from Ratnagiri district were selected for the study purpose.

1. Gogate-Jogalekar College, Ratnagiri
2. D.B.J. College, Chiplun
3. Khare-Dhere College, Guhagar
4. Athalye, Sapre, Pitre College, Devrukh
5. Varadkar-Belose College, Dapoli
6. Savitribai Phule College, Mandangad
7. I.C.S. College, Khed
8. T.B. Kadam College, Khed
9. Dyandeep College, Khed
10. Patpahnale Education Society's College, Patpahnale
11. Dr. Tatyasaheb Natu College, Margtamhane
12. Nav-Nirman College, Kuwarbav
13. Kirbet Education Society's Senior College, Sakharpa
14. New Education Society's Senior College, Lanja
15. Abasaheb Marathe College, Rajapur

With context of the limitation of the study, it cannot be said that 100% aspects of information seeking behavior are covered in the study. The success or failure in seeking information, user absorption capacity, problems of information overloaded to users, redundancy of information systems, influence of information on user behavior and psychological dimensions of user behavior are not been studied. Further, the aim of the study is not to find out the co-relation among the characteristic of the users with their information seeking behavior.

1.5 Research Methodology

The present study is an attempt to investigate the information seeking behavior of the under graduate students in Ratnagiri district of Maharashtra. For this purpose a survey method using questionnaire and interview techniques was adopted.

1.6 Methodology procedure: The steps involved in the present research are-

1. Identification and selection of the sample of students' population to be studied.
2. Designing of questionnaire and interview schedules.
3. Collection of data.
4. Interpretation (Analysis) of data.

1.6.1 Identification and selection of the sample:

It was found that the approximate total number of under graduate students in Ratnagiri district is nearby 7000. The target was to cover 10% of these students. Accordingly 700 questionnaires were distributed among these students of variety of streams. The students were from Arts, Science and commerce faculties. Both male and female students with different age groups were included for this study. The sample may therefore be said to be a representative of academic study of students in konkan region of Maharashtra.

1.6.2 Preparation the questionnaires:

The questionnaires were prepared with closed as well as opened ended structure. The questions were asked to the students in five different categories. Those were,

- i. **Personal information:** To know about sex, age, class residence, annual income and hobbies of the students.
- ii. **Library Usage:** It includes purpose of library visit, frequency of visit, types of services they use, use of e-resources, reasons behind non-use.
- iii. **Information seeking :** It incorporated with purpose of information seeking, need for information, types of reading material used, availability of resources, level of satisfaction, approach for information, sources referred, language preference, use of keyword search.
- iv. **Barriers in information seeking:** The questions in this section were related to source of information, hesitation behavior during information seeking, suggestions from the students, adequacy of resources, and problems encountered during information searching
- v. **Suggestions:** Open ended questions were asked to the students to give suggestions to improve the services of library.

Thus, nearly 35 questions were asked to the students, regarding their personal information, Library usage, information seeking behavior, information barriers encountered during information seeking and distinctive suggestions in uplifting the library services.

1.6.3 Data collection:

The collected data through questionnaire were scrutinized and its consistency was checked before analysis. The data collected was systematically grouped into following areas related to the objectives of the study.

User characteristics

Method of information seeking

Use of sources of information adopted by students.

Problems encountered during information seeking.

Suggestions for the improvement of the library.

1.6.4 Data Analysis:

The questions were designed in such a manner that the answer could be easily analyzed. Some questions involved simple calculation of number and percentage. To overcome the complex questions, different scaling techniques are used. All collected data is analyzed with the help of SPSS software.

The data has been represented in tabular and graphical form with supplement including questionnaire. Data handling, validation, processing and analysis have been carried out with the help of computer of Windows XP professional, Windows-2000 was used as a quite advance version for the statistical calculation and tabulations.

2. REVIEW OF LITERATURE

Review of related literatures is an integral part of any research work. It helps a researcher to know what is done and what is to be done in the concern research field. A careful reviewing of the literature on related studies helps the researcher to understand the studies in similar nature and the methodology followed by others.

Information seeking behavior is one of the widely researched topics in Library and Information Science and literature is scattered widely across various disciplines, hence a comprehensive review of the entire studies is difficult. Even though a handful number of studies have been carried out on the topic information seeking behavior, only a few have attempted comparative studies.

2.1 International studies

The Information-Seeking behavior of students of Ajayi Crowther University, a private university in South Western Nigeria was studied by **Omobolanle Seri Fasola and Samuel Oladipo Olabode (2013)**. It was discovered that majority of the students (66%) sought information for academic purposes and the library (62.8%) was their preferred place of searching and using information resources. Also, that their course of study (47.6%) influenced the format (55.4%) they want information in. Majority of the respondents (53.2%) also expressed satisfaction with the library for being able to meet their information needs. Recommendations were then made that the library should increase and improve its stock to meet the demands of the students, provide working internet connectivity to enhance ease of electronic search and databases and train its staff in interpersonal relations to improve staff- user relations. And lastly, that periodic user education should be carried out in the library to educate users on effective and efficient use of the library to get maximum satisfaction.

The information seeking behavior of Biology students attending doctoral school at the University of Parma in Italy were studied by **Monica Vezzosi, (2009)**. The study was carried out with the objective to understand their needs and also to suggest improvements in the library facilities. Data for the study was collected through semi structured interviews. Eighteen doctoral students participated in the study. The study found that doctoral students rely heavily on the internet for their research work. They appreciate simple and easy research tools and their use of the library is limited to a few services, such as document delivery and interlibrary loan. People play a crucial role in doctoral students' information behaviour mainly in terms of suggesting relevant documents. Students demonstrate progress throughout the years of their doctorate course in terms of awareness and information competence.

Carole George (et al) (2006) investigated the information seeking behavior of graduate students of Carnegie Mellon University. The study was carried out to determine the graduate students (masters as well as doctoral) information seeking behavior and the use of information for their scholarly activities. A sample of hundred students representing all disciplines was selected and data was collected by means of in depth structured interviews. The transcript of the interview was coded and analyzed using ATLAS.ti software. The study showed that graduate students' information gathering activity begins with teacher's direction and recommendations. Convenience, lack of sophistication in finding and using resources, course requirements affects their information behavior. Another finding of the study was that even though internet plays a major role, students continue to use print resources. Study also revealed that there is significant variation in information seeking behavior across disciplines and between programmes. Interesting finding of the study was that the libraries influenced students' information seeking behavior.

David Ellis (2005) explored the information seeking behavior of English

literature researchers in the Universities of the UK with respect to information revolution. Study investigated the attitude of researchers towards internet and its influence on their publication. The objective of the study was to determine the extent of the impact of electronic information sources on the information seeking behavior and attitudes of English literature researchers. The different types of electronic information sources for English literature are identified and researchers' experience in using them explored. A total of nine universities in UK were chosen for the study and data for the study was collected through mailed electronic questionnaire. Sixty researchers responded to the survey. Study established that electronic medium is making impact on the research of English literature academics.

Janet Murphy (2001) conducted a study to gain a clear understanding of how interdisciplinary scientists seek information, and how these scientists manage their time in regard to information gathering habits. Questionnaire method was adopted for the study. 149 (55%) scientists responded to the study. Results of the study indicated that many scientists have some difficulty in keeping up with research in their field of study with regard to time. Study also showed that interdisciplinary researchers have developed unique information gathering habit to seek out relevant information.

Paul Prekop (2002) carried out a qualitative study of a complex collaborative information seeking activity drawn from military domain. Most of the information seeking studies focused on the information seeking behavior of individuals rather than a collaborative information seeking. This study investigates the collaborative information seeking behavior performed by a working group of command and control support study. Structured interviews were used for eliciting data and were supported by minutes of the working groups meetings. A total of twenty eight participants were involved in the study. The study identified the contexts, roles and patterns of interaction that emerged from the collaborative information seeking activities undertaken by the study.

2.2. National studies

Veena Kamble (2011), studied the Information seeking behavior of social scientists of universities in Marathwada region. She found from this study that majority of the respondents highly use information for keeping abreast with the development in their respective subjects. The study also revealed that the varied information needs cannot be satisfied with one type of source only and their use associated with the purpose and need of individual.

Naushad Ali (2006) conducted a study to investigate teachers' attitude towards central library services at Aligarh Muslim University. The study was carried out with the objective to examine teachers' opinion regarding the overall collection, facilities and services of the library and to access the frequency and purpose of using the library. Study also considered the factors for promoting library services. Questionnaire method was adopted for the study. "Two hundred and ten persons (85.71%) responded to the study. Study showed that majority of the teachers are aware of the reference services, circulation, and newspaper/periodical services of the library but are unaware of the inter library loan services. Teachers of the University use the library for collecting materials for teaching purpose. Most of the teachers (55.24%) are not satisfied with the overall function of the library, and they suggested computerization of all activities and services of the library.

The study on Gender differences in information seeking behavior in three universities in West Bengal, India was done by **Santoshi Halder (2010)** and others. The objective of this study was to determine whether gender as a variable is related to the information seeking behavior of university students. Data were collected from 600 university students studying different disciplines (arts, science and commerce) from three state-aided universities in West Bengal, India. Data tools included a General

Information Schedule and an Information Seeking Behavior Inventory. Significant differences were noted in most of the domains of information seeking behavior with respect to gender (male and female). Females scored high on all the domains of information search except in diversity in search where the males were found to be high. The findings may have implications for research and practice in psychology, especially in the subfields of educational institutions, library science, cognitive development, and training and performance appraisal.

Information-Seeking Behavior of Law Faculty at Central Law College, Salem is studied by **S. Thanuskodi (2009)**. The study revealed that the respondents use IT-based library sources and facilities less frequently compared with printed sources. It might be due to the lack of awareness about their availability, improper selection of materials, or unfamiliarity with these products. Similarly, it is also noted that email is the most popular Internet application, whereas other Internet-based services and applications are only used by a limited number of respondents. This is a matter of concern, as presently, electronic information sources and the Internet are considered extremely important tools for effective teaching and research. Therefore, the Central Law College library might like to review its electronic information resources.

Reproductive health problems and help seeking behavior among adolescents in urban India was examined by **B. N. Joshi, *et al* (2006)**. The objective of the study was to assess their reproductive health problems and help seeking behavior among urban school going adolescents. The study shows that to increase help seeking behavior of adolescents, apart from health and life skill education, their medical screening with a focus on reproductive health by trained physicians, parental involvement, supported by adolescent friendly centers (AFC) for counseling, referral and follow up are essential.

The examination of related literature indicates that the various aspects of information seeking behavior of library user have been studied by the earlier researchers. The variety of user's characteristics compels the researcher to find out more aspects of their information needs and behavior.

3. Analysis and Interpretation of Data

A survey method and Random sampling technique was used in this study. Accordingly well structured, opened, as well as closed ended questions were asked in the questionnaire. 700 questionnaires were distributed among 15 Arts, Commerce and Science senior college students, out of which 527 filled questionnaires were received. The response rate is 75.28. Some other questionnaires were rejected due to incomplete information.

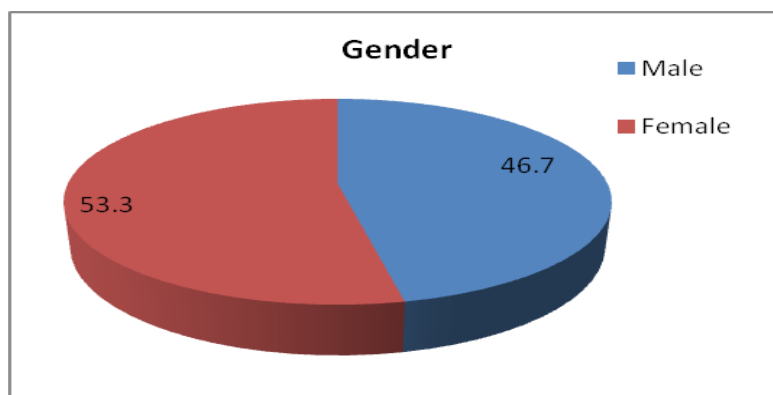
The collected questionnaires are analyzed and put in the form of tables and graphs with help of statistical analysis software viz. SPSS (version 17.0). By analyzing various questions in tabulation forms, following collective information is generated.

3.1. User characteristics:

3.1.1: Gender: Nearby 700 questionnaires were distributed to the girls and boys students randomly. A total of 527 filled questions are received. The responded students are as follows-

Table 1: Gender

Sr. No.	Gender	No. of Respondent	Percentage
1	Male	246	46.7
2	Female	281	53.3
	Total	527	100.0



The above data shows that, a total of 246 male students and 281 female students have responded the questionnaires, and the response rate of the female students is more (53.3%) than the male students (46.7%)

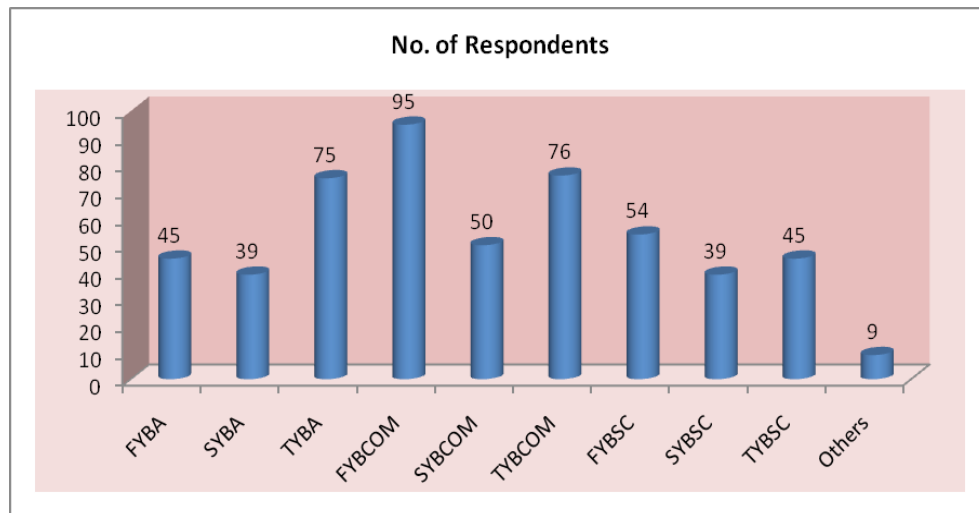
3.1.2 Class-wise Respondents:

The study is limited to under-graduate students, so the researcher has considered the respondent students of Arts, Science and Commerce students of under-graduate, i.e. degree students. A few questionnaires were filled by other faculty students. The researcher has analyzed these all questionnaires as follows-

The below given table and graph shows the number of Respondents and their respective class. The data shows that, mainly three academic streams are considered for this study purpose. It includes, Arts, Commerce and Science faculties. The analysis shows that, Commerce faculty (41.90%) students are more responded than Arts (30.10%) and Science faculty (26.10%) students are least responded to this study. The highest respondents are from FYBCOM faculty (18%), whereas, the lowest respondents are from other faculty (1.7%), such as IT, Computer science etc.

Table 2: Class-wise Respondents

Sr. No.	Class	No. of Respondents	Percent
1	FYBA	45	8.5
2	SYBA	39	7.4
3	TYBA	75	14.2
4	FYBCOM	95	18.0
5	SYBCOM	50	9.5
6	TYBCOM	76	14.4
7	FYBSC	54	10.2
8	SYBSC	39	7.4
9	TYBSC	45	8.5
10	Others	09	1.7
	Total	527	100.0

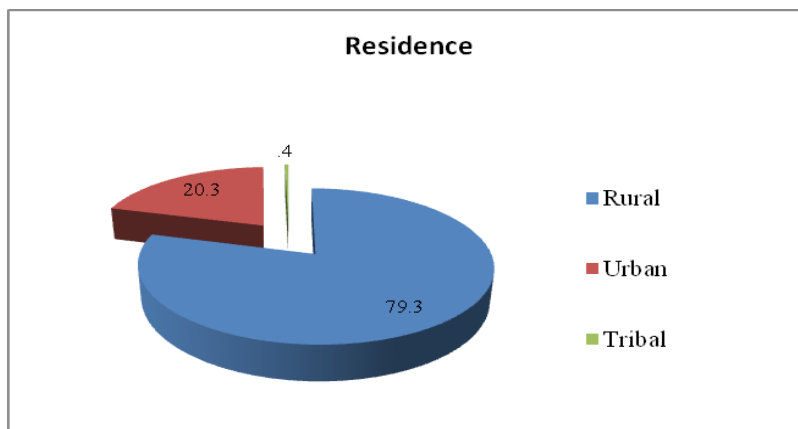


3.1.3 Residential status:

Konkan is a land of rural area. Many of students are from the rural and hilly area. It affects the information seeking behavior of the respondent in various ways. So it is very necessary to know about the residential factor of the respondents. Following figures shows some factual data about their residence.

Table 3: Residential status

Sr. No.	Residence	No. of Respondents	Percent
1	Rural	418	79.3
2	Urban	107	20.3
3	Tribal	02	.4
	Total	527	100.0



The above analysis shows that most of the students comes to the Library are from rural area (79.3%) and very moderate rate is from urban area, i.e. 20.3 %. The Tribal students are very less, which are only .4 %. The residential factor is most important for knowing their information seeking behavior.

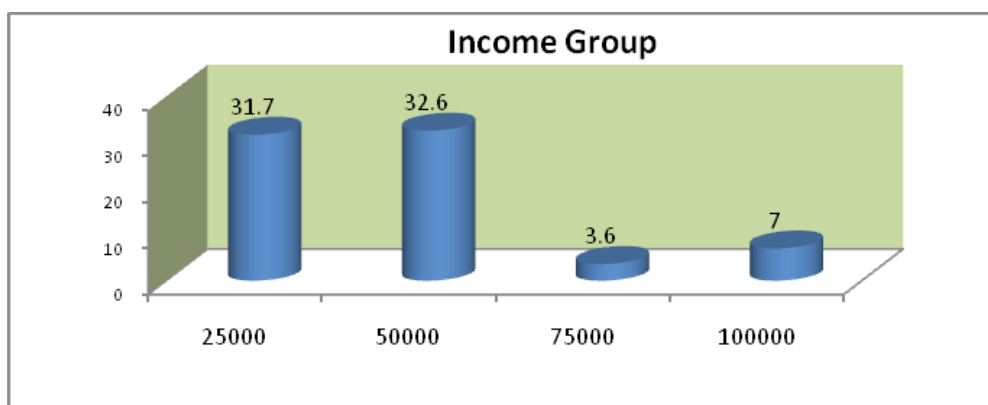
3.1.4 Income group:

Knowing about an annual income of a respondent is very necessary, because the use of library facility is depends upon the economic background of a student. Very high economic background student can rely upon his own resources; whereas, a low income group student would be totally depend upon the services of the library. That's why economic factor is felt necessary to be analyzed.

The below mentioned table and graph shows that, most of the students (32.6%) are having their annual income between Rs. 25000 to 50000 and a small number of students (3.6%) are from the income group of Rs. 75000 and more than Rs. 100000.

Table 4: Annual Income

Sr. No.	Annual Income	No. of Respondents	Percent
1	25000.00	167	31.7
2	50000.00	172	32.6
3	75000.00	19	3.6
4	100000.00	37	7.0
5	No Response	132	25.0
	Total	527	100.0



3.2: Library usage:

3.2.1: Purpose of Library visit:

To find out the information seeking behavior through the usage of library, the Researcher asked the students six questions. One of the questions was about the purpose of visit to the library. They were given eight options, and asked to rank the options. The Respondents have given the following answers, which are given in table and graph format.

Table 5: Purpose of visit

Sr. No.	Purpose of visit	No. of Respondents	Percentage*
1	For study purpose	445	84.4
2	For textbooks	342	64.9
3	For home lending	292	55.4
4	To read newspapers	290	55
5	To read periodicals	240	45.5
6	To see new arrivals	229	43.5
7	For reference books	224	42.5
8	To refer shelves	111	21.1

Note: Multiple choices were permitted. *n=527

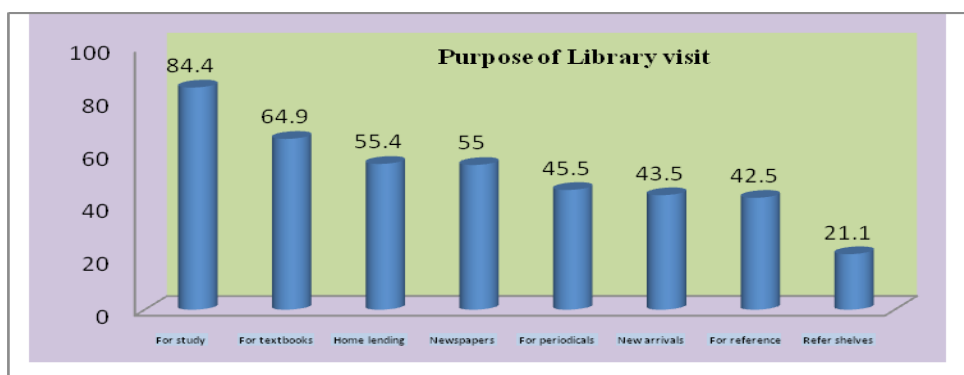


Table No.5 shows that most of the students (84.4%) are visiting the library to seat in the library for their study. It shows that they prefer the library for their study than home. Many students are using the library services for their academic textbooks (64.9%). After that, half of the students are using the library to read newspapers and periodicals (55%), and very few students are visiting the library to refer the book shelves (21.1%). This means, students are more interesting in getting their textbook rather than reference books. Students are become more dependent on textbooks.

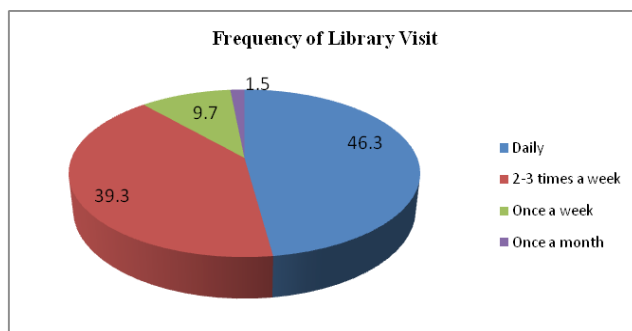
3.2.2. Frequency of visit:

The frequency of students visit to the library has been classified in three parts, i.e. daily, 2-3 times a week, once a week and once a month. The study reveals that most of

the students are visiting the library regularly, i.e. daily (46.3%), and many of the students visiting the library 2-3 times in a week (39.3%). It means, students are visiting the library regularly for their study purpose. This data is structured in tabular form-

Table 6: Frequency of visit

Sr. No.	Frequency	No. of Respondents	Percentage
1	Daily	244	46.3
2	2-3 times a week	207	39.3
3	Once a week	51	9.7
4	Once a month	08	1.5
5	No Response	17	3.2
	Total	527	100.0



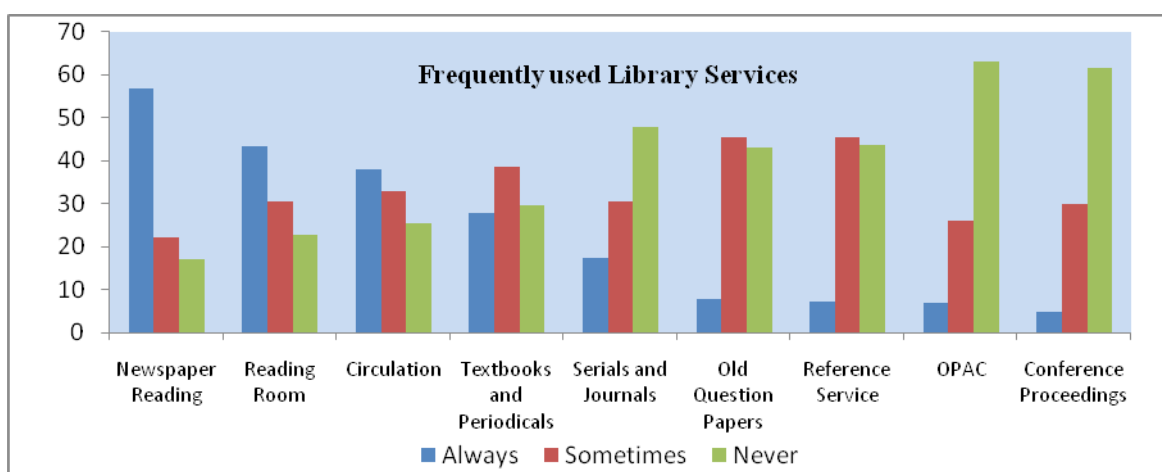
3.2.3: Frequently used Library Services:

Table No. 7 explains the regularly used library services by the college students. The study revealed that, students are coming to library regularly to read a newspaper (56.9%). Again, they are also using the Reading room facility (43.3%) frequently for their regular studies. 45.4% students have chosen the option 'sometime' for the use of Old question papers and Reference Services consecutively. The study also shows that computerized catalogue (OPAC) (63.2%) and Conference Proceedings (61.7%) are never used library services. It is because of non-availability of these services in these libraries.

Table 7: Frequently used services

Sr. No.	Frequently used Services	Always		Sometimes		Never	
		Respondents	%	Respondents	%	Respondents	%
1	Newspaper Reading	300	56.9	116	22	90	17.1
2	Reading Room	228	43.3	160	30.4	119	22.6
3	Circulation	200	38	174	33	134	25.4
4	Textbooks and Periodicals	147	27.9	204	38.7	156	29.6
5	Serials and Journals	91	17.3	161	30.6	252	47.8
6	Old Question Papers	41	7.8	239	45.4	227	43.1
7	Reference Service	38	7.2	239	45.4	230	43.6
8	OPAC	37	7	137	26	333	63.2
9	Conference Proceedings	25	4.7	157	29.8	325	61.7

Note: Multiple choices were permitted. . *n=527



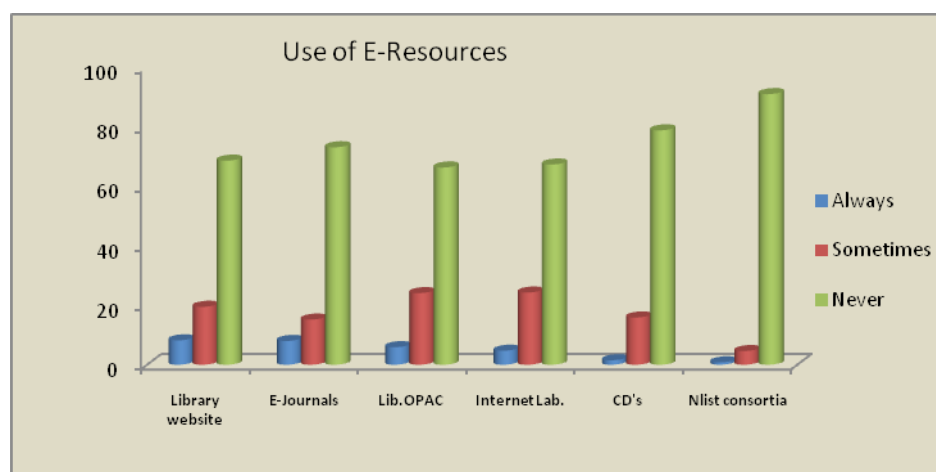
3.2.4 Use of E-Services:

Table No. 8 shows the use of e-resources provided by the library. The study says that, the use of e-resources is very rarely used. Very few student respondents always uses Library website (8.2%) for their information, where NLIST consortia (0.8) is very less used e-service provided by the library. 91.1 % students never use this facility. 66.4 % students are also not using the Library OPAC, as it is the only tool of the library to see its collection. The reason behind this unused library services may be non-availability and unawareness about these services.

Table 8: Use of E-Services

Sr. No.	Services	Always		Sometimes		Never	
		Respondents	%	Respondents	%	Respondents	%
1	Library website	43	8.2	103	19.5	362	68.7
2	E-Journals	42	8	80	15.2	386	73.2
3	Lib. OPAC	31	5.9	127	24.1	350	66.4
4	Internet Lab.	25	4.7	128	24.3	355	67.4
5	CD's	08	1.5	84	15.9	416	78.9
6	NLIST consortia	04	0.8	24	4.6	480	91.1

Note: Multiple choices were permitted. . *n=527



3.2.5 Reasons for non-use of Library facilities:

In the previous question, it is found that students are very rarely using the library resources. To the reason behind this, a question was asked about non-use of library resources. Seven options were given, and students were free to choice more than one reason. The analysis is as follows-

Table 9: Reasons for Non-use

Sr. No.	Reasons	No. of Respondents	Percentage*
1	Limited time to visit library	428	81.2
2	No need of library services	64	12.1
3	Scarcity of resources	46	8.7
4	Unsuitable Library timings	24	4.6
5	Unknown about library use	15	2.8
6	Non-availability of Library card	08	1.5
7	Behavior of library staff	01	0.2

Note: Multiple choices were permitted. *n=527

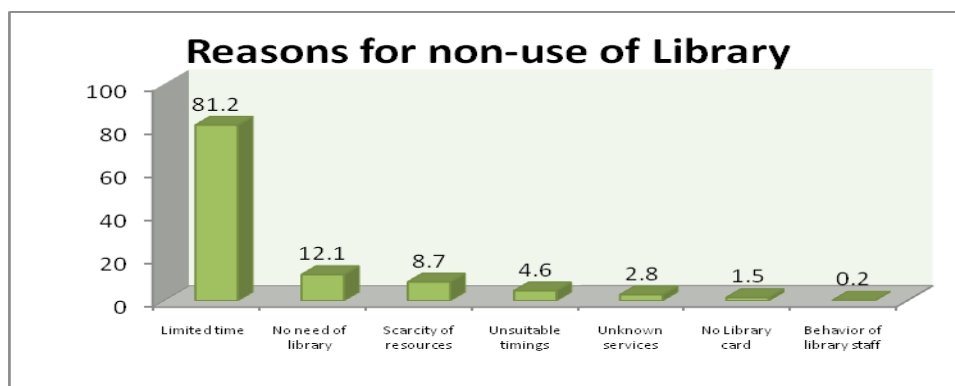


Table No. 9 clears the fact about the non-use of the library services of the library. It is found that 428 students (81.2 %) do not get enough time to visit the library and use its resources due to their hectic academic schedule. Only 64 students (12.1%) are having no needs of library resources due to their well economic condition. 46 students (8.7%) says that there is not enough reading material in the library, and only 1 student (0.2%) complaint about the non-cooperativeness of the library staff.

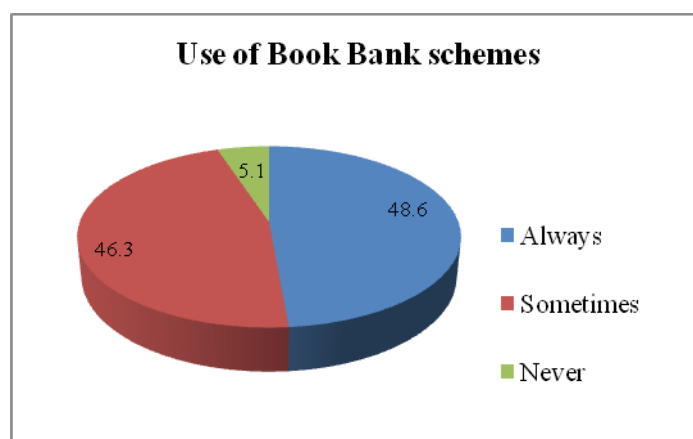
This analysis shows that, only the academic time-table is the main reason behind the non-use of library resources by the students. There must be a library hour reserved for the students in their time-table every day.

3.2.6 Use of Book Bank schemes:

The respondents were asked the question, whether they take privilege of the book bank scheme provided by the library. 256 (48.6%) students replied that they are using these book banks “Always”. 244 (46.3%) students replied that they are using book bank schemes “Sometimes”, and only 27 (5.1%) students said that they are never used these schemes. This conveys that, 95% students are using the book bank schemes, and they are depended on these library services. Due to some facility provided in these book banks, most of the students are taking the benefit of such book bank schemes. This is explained in the Table No.10 and in the following graph.

Table 10: Use of Book Bank schmes

Sr. No.	Responses	No. of Respondents	Percent
1	Always	256	48.6
2	Sometimes	244	46.3
3	Never	27	5.1
	Total	527	100.0



3.3: Information Seeking Behavior

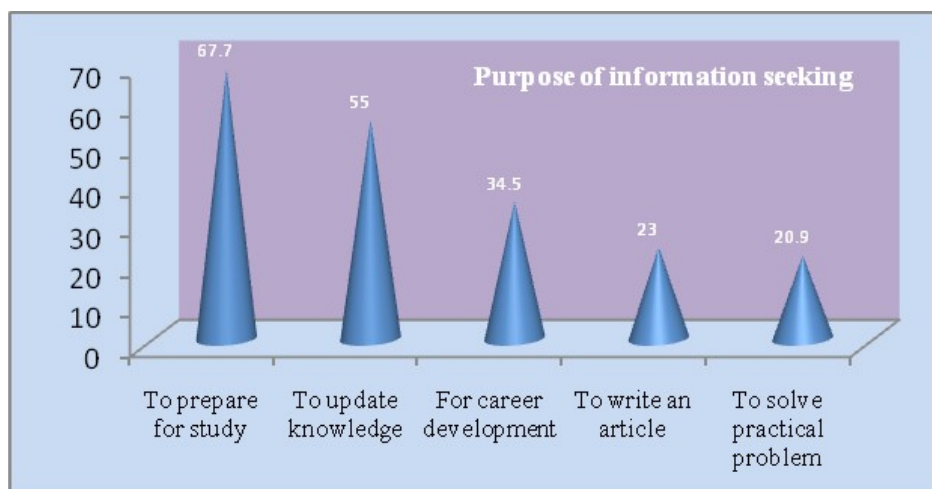
3.3.1. Purpose of Information Seeking:

The prime subject of the study is related to information seeking behavior of the students, so several questions were asked to the students regarding their behavior in the information seeking process. One of the basic questions was about their purpose of seeking information in the library. Five optional purposes were put in front of them, and they were free to tick mark more than one options. The table no. 11 shows the figures that, 357 students (67.7%) are said that their prime purpose behind their information seeking process is to prepare for their academic study. 290 (55%) students stated that they seek information to update their knowledge. 182(34.5%) students are marked the option for their career development, and considerable number of students choices the option “to write an article” (23%) is found very significant reason behind the information seeking behavior. It shows that students are becoming more practical oriented than syllabus.

Table 11: Purpose of Information Seeking

Sr. No.	Purpose	No. of Respondents	Percent*
1	To prepare for study	357	67.7
2	To update knowledge	290	55
3	For career development	182	34.5
4	To write an article	121	23
5	To solve practical problem	110	20.9

Note: Multiple choices were permitted. . *n=527



3.3.2 Reading material preference:

The respondents were asked a question about their choice of preference for the reading material. They were given 11 options, which included textbooks, literature forms, sports, historical literature, and scientific-knowledgeable books, religious and influential materials. The respondents were allowed to mark more than one option. They are suggested to mark these options as per their preferential order, i.e. number 1 which preferred most and number 11, which is least preferred.

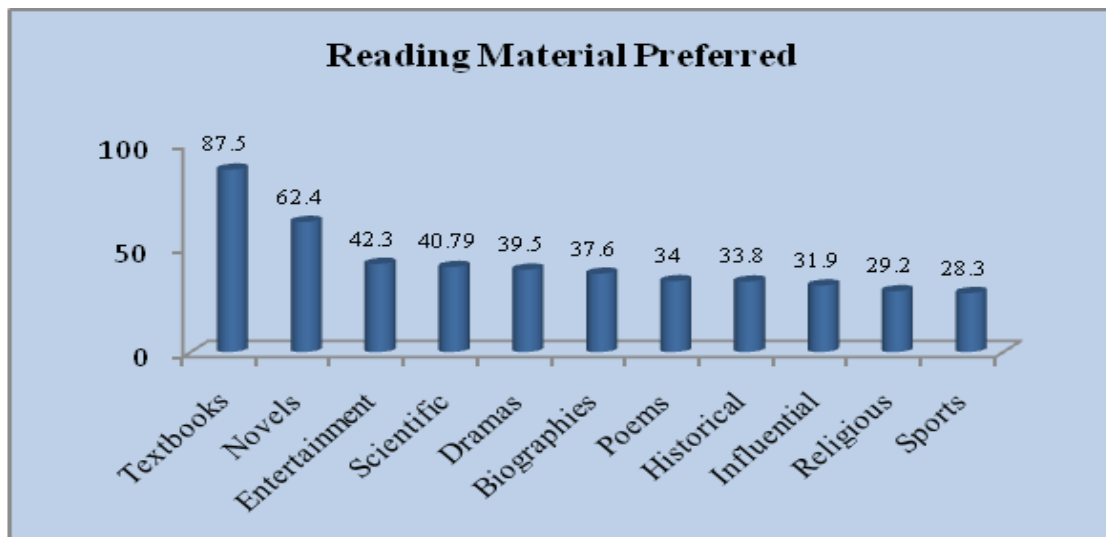
The analysis in Table No.12 depicts that 461 (87.5%) students marked textbooks as their prime preference. It helps them to improve their performance in their curricular examinations. Second preference of the student is found to be a Novel (62.4%), as it is a most famous literature form in their academic life.

The reading preference for Scientific material is 4 (40.79 %), which is very moderate percentage seen in the study. Biographies preferred at number 6 (37.6%), and Sports is preferred at last number, i.e. 11(28.3%), which is may be very severe problem. It shows that the young generation is not enough interesting in the sport related materials.

Table 12: Preference of Reading Materials

Sources	No. of Respondents	Percentage*	Preference
Textbooks	461	87.5	1
Novels	329	62.4	2
Entertainment	223	42.3	3
Scientific	215	40.79	4
Dramas	208	39.5	5
Biographies	198	37.6	6
Poems	179	34	7
Historical	178	33.8	8
Influential	168	31.9	9
Religious	154	29.2	10
Sports	149	28.3	11

Note: Multiple choices were permitted. *n=527



3.3.3 : Availability of Resources

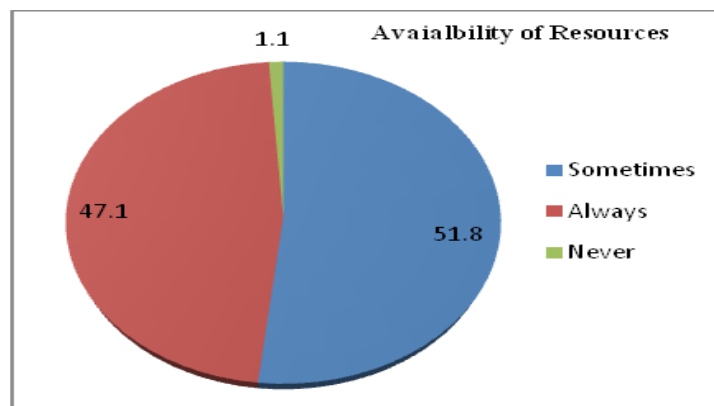
The availability of specific reading material in the library is found to be an important issue. Students needs their required reading material in specific time and form. So the researcher thought to know the reliability and availability of such resources. Questions were asked about the resources avaialability, and options were given as Sometimes, Always and Never. The study revealed that nearly 99% students gets their

required material in time. The analysis says that, 273(51.8%) students get their documents sometimes, but 248 (47.1%) students always get the resources. Only 06(1.1%) students says that they never get their specific resources on time.

It means, libraries are giving qualitative services to its students. The above observation is based on the below mentioned data in table and graph.

Table 13: Availability of Resources

Sr. No.	Response	Respondents	Percent
1	Sometimes	273	51.8
2	Always	248	47.1
3	Never	06	1.1
	Total	527	100.0



3.3.4 Level of Satisfaction:

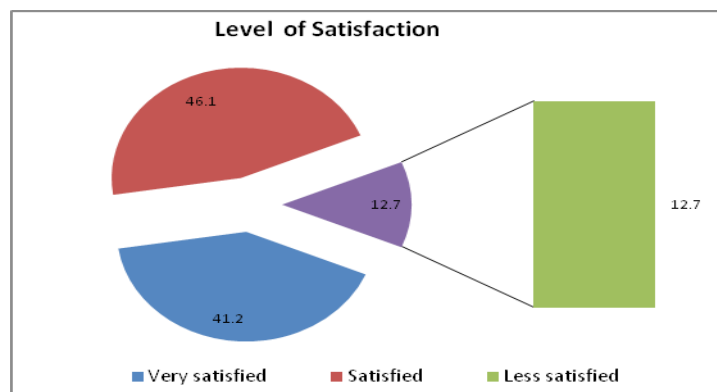
After getting their documents from the library, students are asked whether they are satisfied or not for the library service. The study showed that, again 87.3 % students says that they are quite satisfied the services rendered by the library. 41.2 % respondents says that they are fully satisfied, were as, 46.1% students says that they are much satisfied

with the services. Only 12.7 % students are not satisfied with the library services.

This analysis is showed in the below given Table No. 14 as follows.

Table 14: Level of satisfaction

Sr. No.	Response	Respondents	Percent
1	Fully satisfied	217	41.2
2	Satisfied	243	46.1
3	Less satisfied	67	12.7
	Total	527	100.0



3.3.5 Approach first for Information:

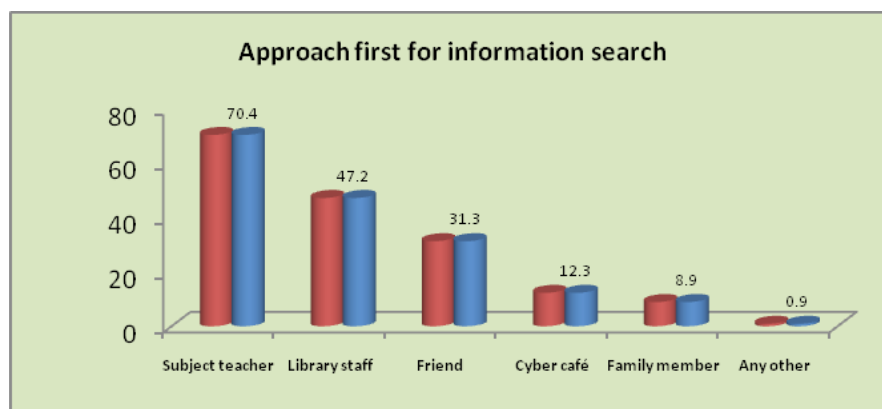
It is assumed that, students are not approaching directly to their teachers or library staff for information. But this study found that, the young generation students do not hesitate to consult to their respective teachers or library staff. They approach directly to them and asked their difficulties.

It is found that 371(70.4%) students approach their subject teacher for the information. 249 (47.2%) students out of 527, directly approach to library staff for their queries. 165 (31.3%) students consult their friends, and 65 (12.3%) students depends on cyber café for information. Some students (8.9%) asked their difficulties to their relatives or family members, and only 0.9% students get their information by other means.

Table 15: Approach for Information

Sr. No.	Approach to	Respondents	Percent*
1	Subject teacher	371	70.4
2	Library staff	249	47.2
3	Friend	165	31.3
4	Cyber café	65	12.3
5	Family member	47	8.9
6	Any other	05	0.9

Note: Multiple choices were permitted. *n=527



3.3.6 Information tools used:

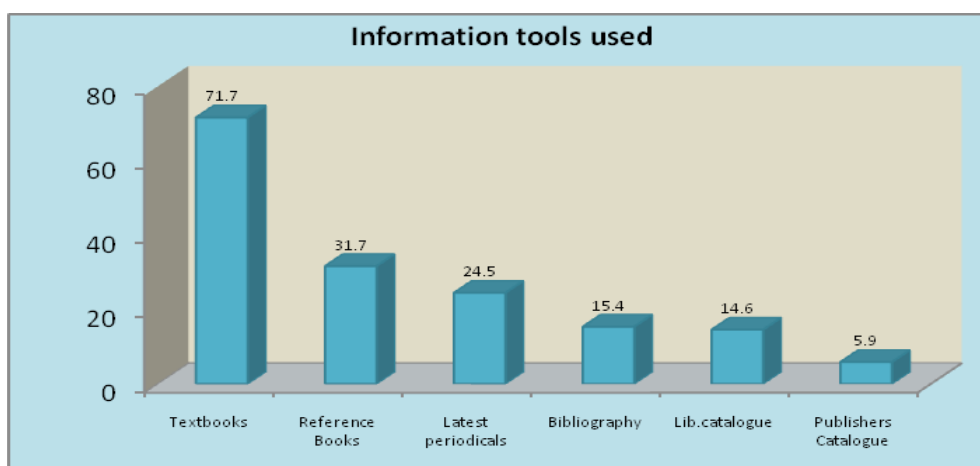
The information about newly published books are found in various sources, like bibliographies, book indices, publishers' catalogue, reference books etc. Students were asked about the reference they used.

Table 16 says that, most of the respondents used only textbooks (71.7%), Reference books (31.7%), and the latest periodicals 24.5%). Except these three information resources, bibliographies, publishers' catalogues and library catalogues are the least used information tools by the respondents.

Table 16: Information tools used

Sr. No.	Information Tools	Respondents	Percent*
1	Textbooks	378	71.7
2	Reference Books	167	31.7
3	Latest periodicals	129	24.5
4	Bibliography	81	15.4
5	Library catalogue	77	14.6
6	Publishers Catalogue	31	5.9

Note: Multiple choices were permitted. *n=527



3.3.7) Place of Information:

Students get information through various channels, and various ways. Due to availability various information tools they can access the knowledge at 24x7 or 365 days. The researcher asked this question to the students about the place, from where they get the information. The analysis of this question is given in Table No. 18 as follows-

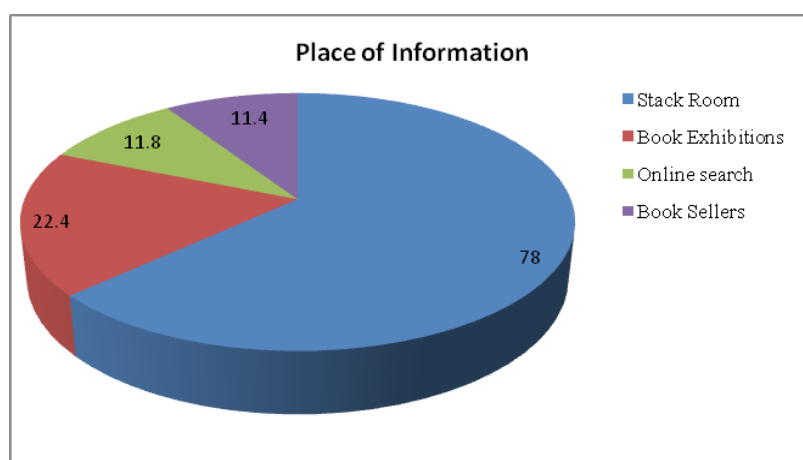
411(78%) students get the information from the library stack room. 118(22.4%) students get the information from the book exhibitions organized by the library. The 60 students (11.4%) get the information from various book sellers and 62(11.8%)

students adopt the modern method of online search to access the information.

Table 17: Places for Information

Sr. No.	Place of Information	Respondents	Percent*
1	Stack Room	411	78
2	Book Exhibitions	118	22.4
3	Online search	62	11.8
4	Book Sellers	60	11.4

Note: Multiple choices were permitted. *n=527



3.3.8) Participation in Readers Activities:

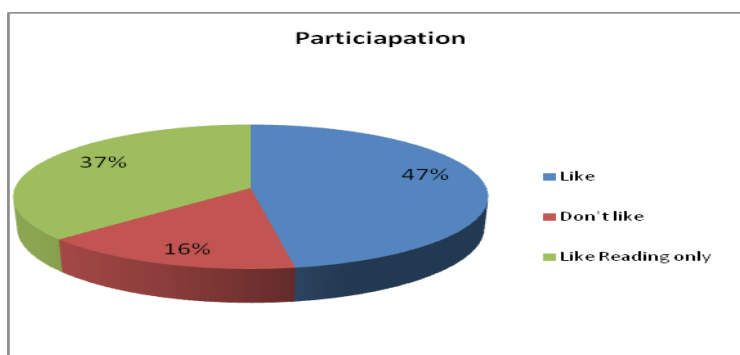
Libraries attract the students to inculcate the reading habit in them. For this purpose, library organizes various activities like, book exhibitions, readers club, Book talk show, elocution/essay competitions etc. The respondents were asked the question whether they like to participate in the readers club or book talk activities.

Table No. 18 explains that out of 527 students, 229 (43.5%) are likes to participate such program to make the most utilization of the library. 177(33.6%) students don't like to participate in the programs, but they are interesting in reading books. 78(14.8%) students says that they don't like to participate in the programs and also not much interesting in reading books. The analysis explains that most of the students are ready to

participate in the readers programs and some are interesting in reading books. It means they can also be converted into the regular readers of the library.

Table 18: Participations in Readers Activities

Sr. No.	Participations	Respondents	Percent
1	Like	229	43.5
2	Don't like	78	14.8
3	Like Reading only	177	33.6
4	Not Responding	43	8.1
	Total	527	100.0



3.3.9) Language preferred:

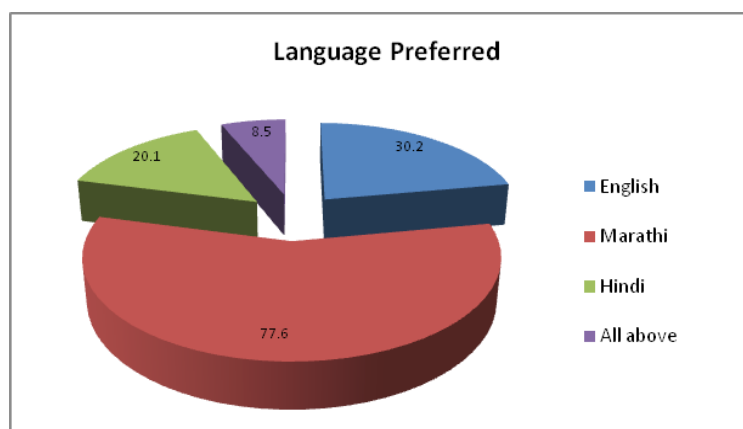
Information is now available in multi language. The preference of users language is most important in the selection procedure of library collection. So a question was coined about the language preferences. Marathi, English, Hindi and all the above options were given.

Table No. 19 explains that, 409(77.6%) students preferred Marathi option as their first option. 159 (30.2%) students prefers English as their language. 106(20.1%) students preferred Hindi as their third choice, and 45 (8.5%) students prefers all the three languages for reading their information resources.

Table 19: Languages preferred

Sr. No.	Language preferred	Respondents	Percent*
1	Marathi	409	77.6
2	English	159	30.2
3	Hindi	106	20.1
4	All above	45	8.5

Note: Multiple choices were permitted. *n=527



3.3.10) Search Techniques used:

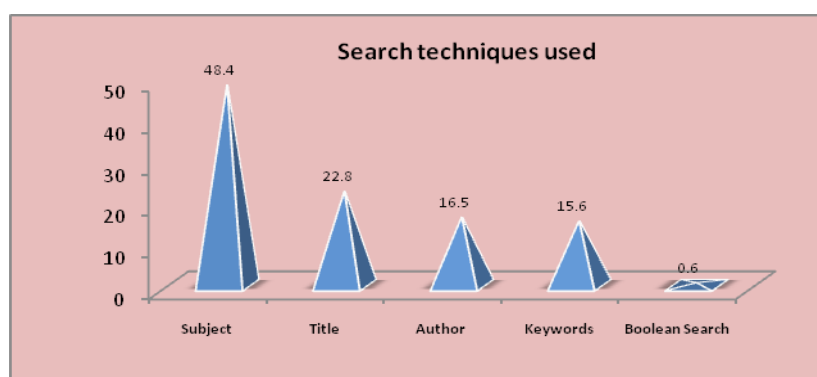
In library, students search the reading documents using various criteria, such as author, title, subject, and any of the keywords. The question regarding the search technique was asked to the student to know the very effective and current search criterion in them.

As per the analysis shown in the Table No. 20, 225(48.4%) students search the data by using 'Subject' as a field. 120(22.8%) students search the document with the title, and 87(16.5%) student use 'Author' search technique. 'Keyword' search is used by 82(15.6%) students, and only 3(0.6%) students search the database using Boolean search technique. It means, subject is the basic criterion, which is mostly used as a search technique by the students. And Boolean search is a less used search technique, because it is very hardly known to the students, though it is very powerful technique to search the database.

Table 20: Search Techniques used

Sr. No.	Search Technique	Respondents	Percent*
1	Subject	225	48.4
2	Title	120	22.8
3	Author	87	16.5
4	Keywords	82	15.6
5	Boolean Search	03	0.6

Note: Multiple choices were permitted. *n=527



3.4) Barriers in Information Seeking Behavior:

The problems faced by the students in the college libraries can be taken seriously to provide them better services, and to upgrade the quality of the library. In addition, the administrative and rigid functioning of the library sometimes makes the negative attitude in the minds of students. To overcome these problems, the researcher thought essential to know the basic hurdles in the students and the library.

Respondents were asked some questions regarding their source of information, their behavior in asking information, timely availability of information, suggestion and procurement of documents, adequacy of reading materials, and actual problems they faced during information search.

3.4.1: Knowledge about the use of Library:

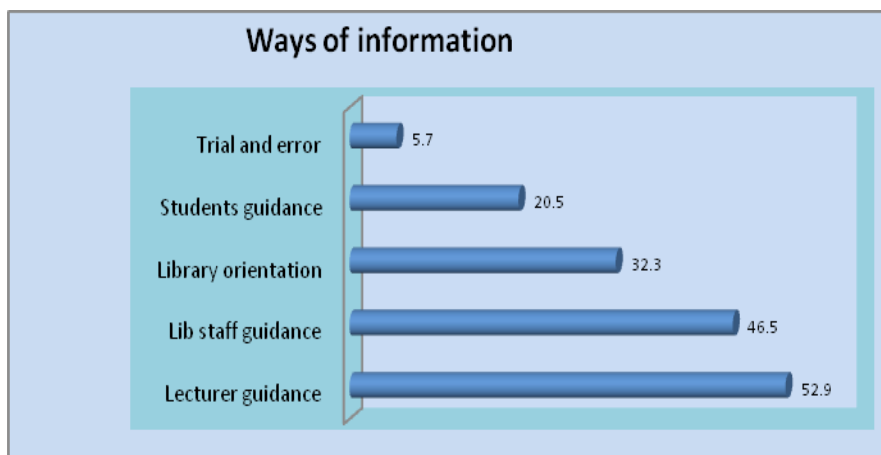
Library conducts various programs like library hour, orientation, pamphlets, brochures, seminar/workshops etc. Through these programs, students get the knowledge about the library and its services. Apart from these sources, students get the information about the library through many other sources.

Respondents were asked a question regarding the way they get the know-how about the library. Table 21 shows that 279(52.9%) students get the information about the library with the help of their concern teachers. 245(46.5%) students get the information from the library staff itself. 170(32.3%) students took the advantage of library orientation program to know about the library services. 108(20.5%) students takes the help of their friends to utilize the library services, and only 30(6.7%) students make the use of the library by their own ‘trial and error’ method, i.e. their own way of information.

Table 21: Knowledge about Library

Sr. No.	Information ways	Respondents	Percent*
1	Teachers’ guidance	279	52.9
2	Library staff guidance	245	46.5
3	Library orientation	170	32.3
4	Friends guidance	108	20.5
5	Trial and error	30	5.7

Note: Multiple choices were permitted. *n=527



3.4.2) Feels hesitation in asking information

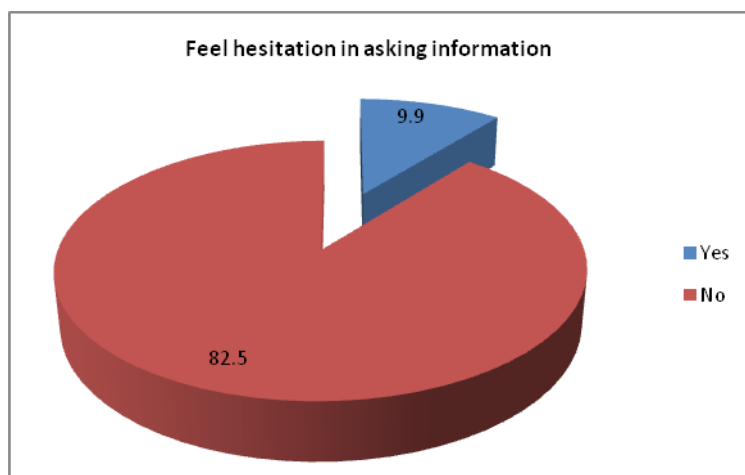
Some students are shy and reserved in nature. They feel unsecure in asking the information in the library. This mars the library services. To know the percentage of their hesitation in asking the information in library, the question was asked to them.

Table No. 22 says that 435 (82.5%) students do not hesitate to ask any kind of information in the library. And only 52(9.9%) feels problem in asking the information before the library staff.

It shows that, now a days, students asks the information very freely, and with open minded. They don't feel insecure due to the healthy atmosphere. Library staff is giving the services to the students with polite manners.

Table 22: Feeling of hesitation

Sr. No.	Response	Respondents	Percent
1	Yes	52	9.9
2	No	435	82.5
3	No Response	40	7.6
	Total	527	100.0



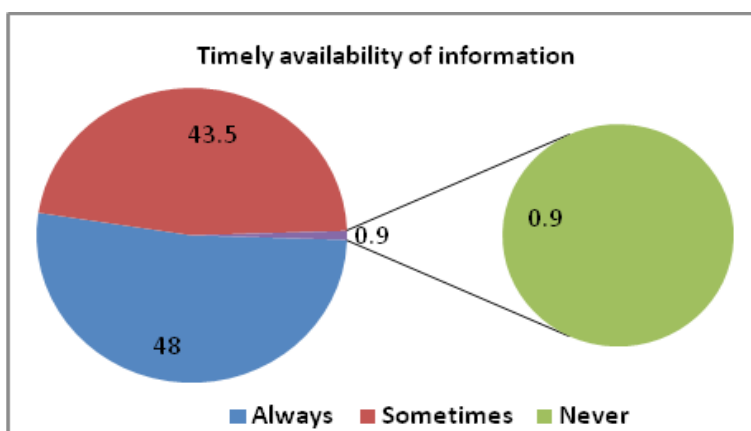
3.4.3) Timely availability of information:

Respondents were asked a question, whether they got the required information in time or not. As per table 23, describes, 253(48%) students always get the information on time. 229(43.5%) student get the required information or document 'sometimes' and only 5(0.9%) students said that they never get the required information in time or when they need.

This statistics shows that 91.5% students are satisfied and get the timely information. The study found that libraries are working in a proper manner, which helps the students in getting their specific information in a shortest time. Libraries are collecting and organizing the library materials in systematic way, that the library staff can render the quality service to its patrons.

Table 23: Availability of Information

Sr. No.	Response	Respondents	Percent
1	Always	253	48
2	Sometimes	229	43.5
3	Never	5	0.9
4	No Response	40	7.6
	Total	527	100.0



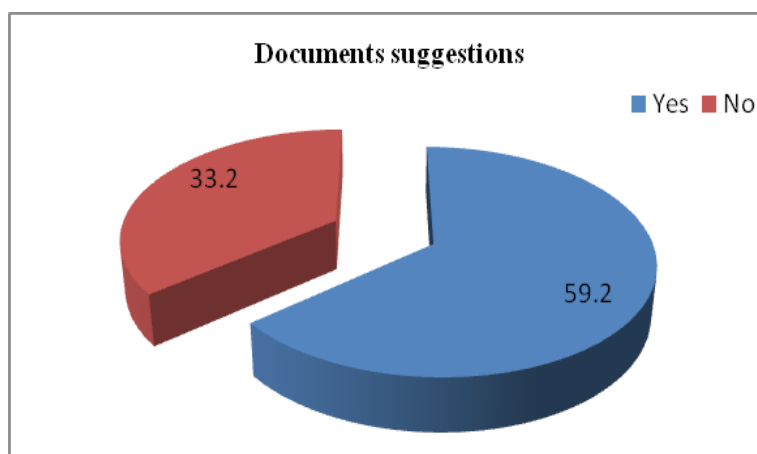
3.4.4) Document suggestions:

Books are procured in the library by many ways. One of the ways is suggestions from the students. Libraries also consider the demands or suggestions of students and make a good collection of documents. A question was asked about the eagerness of suggestions to the library by the students, whether a suggested document are being procured in the library.

Table 24 explains that 312(59.2%) students suggest a document in the library, and 175(33.2%) students don't make any suggestions in the library. This statistics shows that more than half of students are making the suggestions to purchase their book of interest.

Table 24: Suggestions of documents

Sr. No.	Response	Respondents	Percent
1	Yes	312	59.2
2	No	175	33.2
3	No Response	40	7.6
	Total	527	100.0



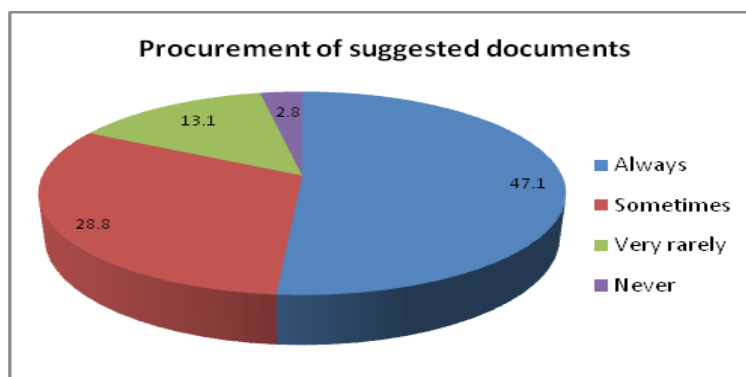
3.4.5) Procurement of suggested document:

Table No.25 express that 248(47.1%) respondents have said that a suggested document is always procured in the library, whereas, 152(28.8%) respondents have said that ‘sometimes’ a document suggested by them is made available in the library. 69(13.1%) respondent have told that ‘very rarely’ a document is being purchased in the library suggested by them. Only 15 (2.8%) responded that they never get the suggested document in the library.

The overall observation from this study is, maximum care is take into consider while ordering a new reading document. The suggestions from teachers as well as students are always taken into consideration, and accordingly the document is purchased.

Table 25: Procurement of suggestions

Sr. No.	Response	Respondents	Percent
1	Always	248	47.1
2	Sometimes	152	28.8
3	Very rarely	69	13.1
4	Never	15	2.8
5	No Response	43	8.2
	Total	527	100.0



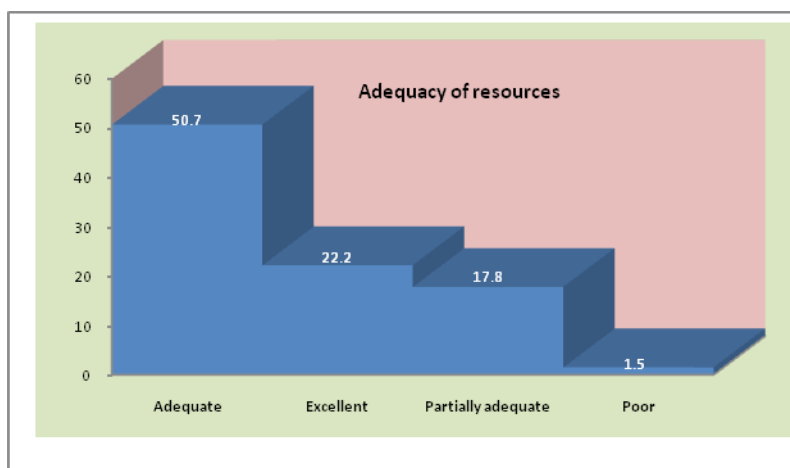
3.4.6) Adequacy of Library Resources:

A question was asked to find out whether the available collection/reading material is adequate or not. The student who always uses the library material better known whether the resources are sufficient or insufficient. The respondents have given the following answer, which are tabulated in table 26.

It is found from the study that, 267(50.7%) students think that the available resources are quite adequate. 117(22.2%) student thinks that the resources are excellent for their utilization. 94 (17.8%) students said that the resources are partially adequate, and only 8(1.5%) students blamed that the resources are very poor, so that they are not useful for them. We can come to conclusion from these responses that, more than 90% student feel that available library resources are specifically adequate to fulfill their academic needs. Libraries are having such good qualitative and quantitative collection in its holdings.

Table 26: Adequacy of Resources

Sr. No.	Response	Respondents	Percent
1	Adequate	267	50.7
2	Excellent	117	22.2
3	Partially adequate	94	17.8
4	Poor	08	1.5
5	No Response	41	7.8
	Total	527	100.0



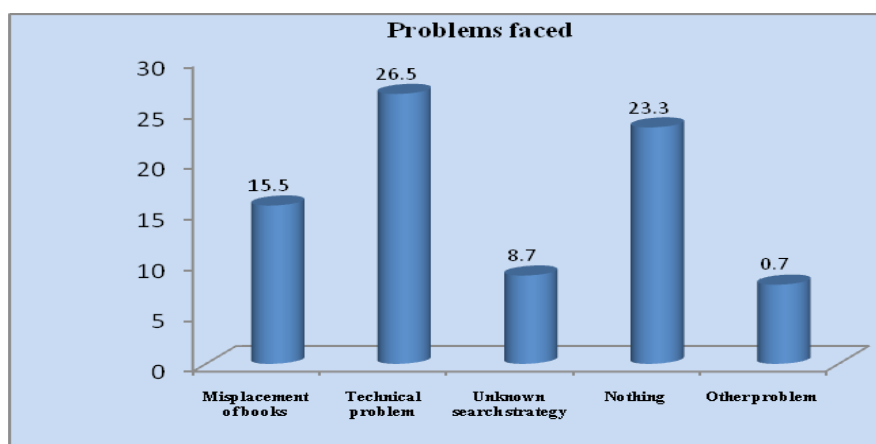
3.4.7) Problems faced during information search:

In the process of information seeking students may face many of the problems. There can be non-availability books on proper place. Sometimes, a power failure can be a problem. So, to know about the problems occurred during the information search, respondents are asked a question about the problems they faced, and options were given. The graphical and tabular form no. 27 gives an idea, that 140(26.5%) students faced a technical problem like, power failure, system get out of work, etc. 82(15.5%) students encounters the problems of misplacements of reading documents in the library. They are not getting the information on time due to misplacements. It means, documents are not properly shelved or classified. A time-to time shelving of document is very necessary.

46(8.7%) students are faced the problem of unknown search strategy. They are unaware about the search strategy to be applied while searching information. 123(23.3%) students do not faced any kind of problems during searching for a document or information.

Table 27: Problems faced during searching

Sr. No.	Response	Respondents	Percent
1	Misplacement of books	82	15.5
2	Technical problem	140	26.5
3	Unknown search strategy	46	8.7
4	Nothing	123	23.3
5	Other problem	04	0.7
6	No Response	132	25.3
	Total	527	100.0



3.4.8) Suggestion/Demands

At the end of the questionnaire, few suggestions were asked by the students to upgrade the quality of library service. The question was open ended. Respondents were allowed to write in their own words about the services and suggestions of their library.

According to the table 4.8, most of the students (119), i.e. 22.6% students have complained that here are no enough copies of books in the library, or scarcity of new books in the library. 82(15.6%) students feel that there is not enough space for reading or insufficient reading room facility in the library.

98(18.5%) students demanded the facility of computer and internets in the library

with good configurations. 26(4.9%) students have suggested that the books should be kept in its proper place with systematic classification. 25(4.7%) students have demanded that new periodicals and daily newspapers should be available in the library for their use.

4. CONCLUSION

4.1 Findings: From the above research work, the researcher has drawn following certain findings. They are as –

- The present study shows that, the number of students residing in rural area is bigger than the urban area. It means, many students come from rural area, with different types of physical and economic problems.
- The study also shows that maximum number of students is having their annual income between Rs. 25000-50000. The economic background of the students shows that there are lots of hindrances to take the qualitative education.
- Most of the students come to the library for their study purpose and to avail the study book facilities. The reference books and book shelves are rarely referred by the students.
- The frequency study reveals that, many students visit the library twice-thrice a week. It shows that the need for their study brings the student to the library regularly.
- Frequently used library services shows that, newspaper reading, reading room facility, circulation facility are the most frequently used services.
- Use of e-resources shows that, internet facility is mostly demanded e-services by the students. Due to unawareness about the various resources, students are unable to use e-books, e-journals and other e-resources like N-LIST consortia.
- Computerized catalogue (OPAC) and conference proceedings are not available in many libraries.
- The main reason behind less use of library resources is the time schedule of the study and classes. The students are having such hectic time table schedule that they cannot give more time on their library visit.
- Due to growing price hikes in reading materials, and average income sources,

most of the students are depends upon the book bank schemes of the library.

- Students seek information for their study preparation and to update knowledge.
- Libraries are trying to give qualitative services to the students.
- The young generation students don't hesitate in asking information in the library.
- Textbooks and novels are the most used library material by the students. Books on religious subjects and sports are less demanded in the library.
- Above the average, the students feels that the total resources available in the library is quite enough and reliable.
- Most of the students find the information at the exhibitions arranged by the library and at the stack room.
- Students like to participate in the programs like, readers club, book talk shows organized by the library.
- Students like to read the reading material in the Marathi language as their mother tongue.
- Subject is the most searchable tool in the students, while seeking for information. Title, author and keywords are less preferred tools than subject.
- Bibliographies, publishers catalogues are least used information tools by the students.
- Students take the guidelines of their respective teachers and library staff in searching the information.
- While searching for information, students do not feel hesitation. They ask information in the library with free minded.
- The information is available to the students when they are in need.
- Students are eager to suggest the document in the library and library also purchase the same. It shows that, students get the document they needed in the library.

- Misplacement of library books, technical problems, inadequacy of latest materials are the few threats or challenges before the library. It should be regularize to attain the most qualitative services.
- Computerization of library services is still incomplete in many libraries.

4.2 Recommendations/ Suggestions

Studying the information seeking behavior of the students and encountering the problems faced by the students during information searching, few suggestions are made by the researcher. They are as follows-

- Libraries should purchase new and enough copies of textbooks and other reading material for the benefit of the students.
- Reading room facility may be provided to the students, with proper amenities and reading material.
- To fulfill the information needs of students, library should provide computer with internet facility to the students.
- To know the collection of the library, it should organize many book exhibitions on various occasions.
- Proper Book circulation and classification system should be adopted to avoid confusion during circulation.
- To keep up-to-date with the modern world, library should purchase qualitative educational, research journals for the students.
- Library should also maintain a good collection of competitive examination books.
- While searching for information, various technical problems arise, like power failure, computer hanging, data corruption etc. So library must remove such problems with the help of IT experts.
- Library staff must be present in time during the working hour of the library. In fact, library should be kept open as per the timetable schedules of the students.
- Library collection must be organized with a standard classification scheme and there should be proper guidelines for using it.
- Library staff must carry out a regular library orientation program to introduce the library to its new users.

- Library should purchase new e-journals and e-books for the benefit of the students.
- To maximize the use of library, it should give a open access to its readers.
- Library automation may be strictly done in each library to save the information seeking time of the students.
- Library should organize orientation programs for the students to get acquainted to the facilities of the library.

Conclusion:

After going through various studies on information theories, information use patterns, information needs, information browsing, and information seeking behavior of college students, important inferences can be drawn. It is found from the study that students in the colleges are the assets of the nation. They are interested in finding information and knowledge. Proper guidelines and provision of enough resources are the major responsibilities of the libraries.

The present review study, which covers significant studies on information seeking behavior of under graduate college students conducted in the Ratnagiri district of Maharashtra, certainly helped to narrow and to more clearly delineate the research plan, in conducting research on information seeking behavior of students studying in colleges.

Similarly, these reviews also helped in determining the degree of information needs and information seeking behavior of students that have already been undertaken all over India. The present study certainly will go a long way to serve as a base for future research studies in the education sector on information seeking behavior and also help in designing and developing the need based educational information systems for meeting the information requirement of the college students.

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APPENDICES:

Students' Questionnaire

From,

Mr. Sudhir Pandurang More
Librarian, D.B.J. College,
Chiplun Dist. Ratnagiri, Mah.

Mob. 9273948042;9158293075

E-Mail: spmorcnp@gmail.com

Date:

To,

The Librarian/Asst. Librarian

Subject: Regarding collection of data for Minor Research Project
submission to UGC, New Delhi

Respected Sir/Madam,

It is a great pleasure for me in giving a questionnaire to your students for receiving their valuable remarks for my Minor Research Project, entitled, “ **A Study of Information Seeking Behavior of Undergraduate Students in Ratnagiri District Colleges, Affiliated to University Of Mumbai, Maharashtra**” for the submission to University Grants Commission, New Delhi. This kind of research will be useful to all the library professionals like us to cater their patrons and render more effective services, by knowing their needs and nature of information seeking behavior.

I request to please spare your valuable time to get fill up the enclosed questionnaire from your students at the earliest and return it immediately. Their opinions/suggestions are equally welcome to complete this research. The information collected from your students will be purely used for the study of research only and it will be kept confidential. You are therefore requested to fill up the given questionnaire.

Your early and favorable response is highly solicited.

With warm regards,

Yours' Sincerely,

(Mr. S.P. More)

Dear Students,

I have undertaken the Minor Research Project viz. **“A Study of Information Seeking Behavior of Undergraduate Students in Ratnagiri District Colleges, Affiliated to University of Mumbai, Maharashtra”**, submission to University Grants Commission, New Delhi.

Enclosed please find a Questionnaire, which is self explanatory. The main objective of this survey is to gather information about your needs and problems in seeking information and library services. You are a valuable user of the library, so your replies/suggestions/opinions will enable us to provide you effective library and information services with the help of new technology. Therefore, it is requested to you to give needful suggestions, so as to improve/provide more information services.

Be sure that data supplied by you will be treated most confidential and will be used for aggregation of statistical tables, analysis and interpretation of results leading to academic research only. Your free and frank feedback in the form of opinions, comments or suggestions will be taken as an immense contribution to the present research work.

Please filled in the questionnaire, and returned it to your Librarian duly completed as early as possible. An earliest response preferable within a week is very much solicited. Kindly feel free to ask queries in case of doubt if any.

With regards,

Yours' sincerely,

(S.P. More)

Enl.1) Questionnaire I

STUDENTS' QUESTIONNAIRE

1. Personal Information:- (Mark wherever necessary)

1. Your Full Name :
2. Gender : Male/Female
3. Age :
4. Class :
5. Residential category : Rural/Urban/Tribal
6. Annual Income :
7. Class Timings :
8. Hobbies :
9. Subjects of Course :

2. Library usage

2.1) Purpose of visit to the Library:

- 1) To study
- 2) To borrow books
- 3) Browsing the shelves
- 4) Use of the reference material
- 5) To read journals
- 6) To collect course material
- 7) To Know the latest arrivals
- 8) To read newspaper and magazines

2.2) Frequency of visit to the Library :

- 1) Every day
- 2) Two/three times in a week
- 3) Weekly
- 4) Once in a months

2.3) Which services of the library do you use frequently? (Give Preferences)

	Lot	Some	Never
1) Issue/Return			
2) Reference service			
3) Textbooks and journals			
4) Seminar/Conference proceedings			
5) Periodicals/Magazines			
6) Question papers			
7) Newspaper Reading			
8) Catalogue search (OPAC)			
9) Newspaper clippings			
10) Reading Room			

2.4) Do you use e-resources from the library?

	Frequently	Rarely	Never
1) Library OPAC			
2) Online Journals/E-Books			
3) CD/Cassettes			
4) Internet Lab			
5) N-LIST Consortia			
6) Library website			

2.5) Do you avails the book bank facility in the library?

- 1) Always
- 2) Sometimes
- 3) Never

2.6) Is there any reason why you do not use Library?

- 1) Lack of time
- 2) Non- availability of latest resources
- 3) Inconvenient Library timings
- 4) Don't have Library card
- 5) Don't need a Library
- 6) Lack of knowledge how to use library
- 7) Library staff not supportive

3) Information Seeking Behavior Characteristics

3.1) Purpose of seeking information

- 1) For career development
- 2) To solve immediate practical problem
- 3) To keep up to date
- 4) To write an article / research paper
- 5) To study

3.2) When do you feel the need for information?

- 1) When there is examination period
- 2) When I have to complete project
- 3) During long vacation
- 4) Any other (Please Specify)

3.3) Which type of books use mostly? (Give Preferences)

- 1) Textbooks
- 2) Novels
- 3) Dramas
- 4) Poetry
- 5) Sports

- 6) Biographies
- 7) Historical
- 8) Scientific Knowledge Books
- 9) Entertainment
- 10) Religious
- 11) Influential books

3.4) Do you get the book which you want all the time?

- 1) Sometimes
- 2) All the times
- 3) Never

3.5) Level of Satisfaction of Information Obtained

- 1) Very Satisfied
- 2) Satisfied
- 3) Less Satisfied
- 4) Dissatisfied

3.6) When you are seeking information, to whom you approach first?

- 1) Subject Teacher
- 2) Friend
- 3) Family Member
- 4) Library staff
- 5) Cyber cafe (Internet)
- 6) Any other (Pls. Specify)

3.7) Which sources of information you prefer?

- 1) Library catalogue/OPAC
- 2) Bibliography
- 3) Publishers Catalogue
- 4) Latest Periodicals
- 5) Text Books
- 6) Reference Books

3.8) From which place you get the detailed information about reading materials?

- 1) Library Stack Room
- 2) Book Exhibitions organized by Library
- 3) Book Exhibitions organized by Book sellers
- 4) On-line Book vendors

3.9) Do you like to participate in Readers club, Book Talk program to avail the book facility?

- 1) Yes, I like to participate
- 2) No, I don't like to participate
- 3) I like to read more books, but don't like to participate in such programs

3.10) In which language you like to read more books or articles?

- 1) English
- 2) Marathi
- 3) Hindi
- 4) All above
- 5) Only in mother-tongue

3.11) What search function(s) did you use when you search for information?

- 1) Keyword search
- 2) Title search
- 3) Author search
- 4) Subject search
- 5) Boolean Operators

3.12) What is the source of keyword or search statement do you use when searching the information?

- 1) What I can think of at that time
- 2) From my earlier reading
- 3) From the suggestions of teachers
- 4) From discussion with friends
- 5) From Library displays

4. Information Barriers:

4.1) How do you learn to use library resources?

- 1) Library orientation/instruction programs.
- 2) Guidance from Lecturers
- 3) Guidance from other students
- 4) Guidance from Library staff
- 5) Trial and Error

4.2) Do you feel any problem while asking about information in library?

- 1) Yes
- 2) No

4.3) Do you get the information on time whichever you want?

- 1) Always
- 2) Sometime
- 3) Never

4.4.) Do you suggest for a document (Book/Magazine) for the Library?

- 1) Yes
- 2) No

4.5) Do Library procures documents, suggested by you?

- 1) Sometimes
- 2) Always
- 3) Very rarely
- 4) Never

4.6) Do you find the collection in library is adequate enough to meet your demands?

- 1) Excellent
- 2) Adequate
- 3) Partially adequate
- 4) Poor

4.7) What are the problems in using the library resources when searching for the information?

- 1) Books are not found on proper places.
 - 2) Technical problems in computer search (machine , server down, less speed)
 - 3) Unawareness about searching appropriate headings, keywords, search strategy.
 - 4) None of the above.
 - 5) Others: (Please specify)
- 5) Suggestions:

Please mention few suggestions to make the improvement of the Library services.
List these services in the order to your priority.

Date :

Place:

Signature of student

