User pattern of Libraries by students of Arts colleges in Coimbatore District: A Study

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Abstract

The present study focuses on the information seeking behavior of students at arts Colleges in Coimbatore and for this data was gathered by the questionnaire method and randomly selected the students. The overall purpose of the study was to determine what their information requirements and also determine their awareness of library services available to them. Data were gathered from 122 students out of 150 through open and closed questionnaire. Findings recommends that guidance in the use of library resources and services is necessary and web searching and retrieval skills be organized at regular intervals to help students meet some of their information requirements.

Keywords: Information Seeking Behavior, Library Resources, ISB, Digital Environment and Arts College and Documentary Delivery.

Introduction

Information is power. It is a vital source for human beings for living a prosperous life on the earth. The process of information acquiring, using and implementing information are known as information seeking behavior. Information seeking behavior (ISB) is a favorite subject of research by library and information scientists. ISB is an important part of user studies which studies the casual relationship between the user of information and the information systems **(Chavan, 2014)**. According to **Wilson, 2000** information seeking behavior as the totally of human behavior in relation to sources and channels of information, including both active and passive information seeking and information use**.** The library is the most widely used source of information available to literate societies. Librarian must be aware of the kind of information being sought and how it can be obtained. **(Pareek&Rana,2013).**

Technological advancement and innovations have changed today's libraries from store house to gateways of information (ICT) has completely changed the scenario of traditional libraries and meaning of storage, preservation and dissemination.

Arts Colleges in Coimbatore: An Introduction

At present, out of the 686 arts and science colleges in Tamil Nadu, 32 colleges are in Coimbatore. Today Govt. college's is a unique "A" Grade Accredited by NAAC with CPE status which offers bachelor's general course in Science,

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Humanities and Business studies besides these courses it offers Post graduate courses in Mathematics and Computer Application Sciences and many courses.

Review of Literature
Title:
Human Information Behavior **T.D. Wilson 2000**, The aim of this paper is to review some of this research and to point to findings that enable the system designer to put the design process in the wider context of the user in the organization.

Objective:
The mainly document-focused studies of the period between 1948 and, say, 1965, were followed by attempts to explore information needs. One of the most rigorous of these was a major study carried out in 1972-73 in Baltimore, U.S.A. into the information needs of ordinary citizens (Warner, et al., 1973). In terms of overall research design and development of the research instrument, this study stands as a bench-mark for large-scale investigations of this kind. The study addressed the following issues:

1. What are the information needs of the urban community.
2. How are these information needs presently satisfied.
3. Could institutional forms be devised to better satisfy these needs

Findings:
Some degree of integration of different models is now taking place. Wilson (Wilson, 1999) has proposed a problem solving model as a way of integrating the research in the field and has also proposed a global model of the field (Wilson, 1997). The former perceives information seeking, searching and use as associated with the different stages of a goal directed problem-

solving process, the stages being: problem recognition, problem definition, problem resolution, and (where needed) solution statement. He suggests that both Kuhlthau's stages and Ellis's characteristics can be related to this model. The global model (Figure 1) of the field is, perhaps, worth showing here as it brings together some of the ideas that have been presented in this paper.

Title:

Dhyani (1974) conducted a survey of 100 readers at Rajasthan University library, Jaipur. The study revealed that generally the readers showed interest in using the library at the college level. However, only a few made use of the library at the university level.

Objective:

The users who were surveyed did not clearly reveal that there was general ignorance about the subject approach of the catalogue. The survey recommended that library instruction should be imparted to the students, reference services by competent staff should be given, every member should be given a library handbook, library service should be properly organized, and documentation list including current awareness list should be circulated. A recent university library survey indicated that both librarians and the user community have only imperfect knowledge about each other; supply or provision of library service is made not according to the real demand, no effective demand exists for the major portions of the supplied resources and services, and both library resources and library personnel are not fully utilized or employed due to misallocation of resources and manpower.

Findings:

A study measuring the user satisfaction over the important services offered by the Central Library, Sambalpur University was undertaken30. The services

Data Analysis

1. **Type of Students**

Questions like name, gender, and educational qualification were asked, Post and Undergraduate student out of 122 respondents, 84 (69%) were male and 38 (31%) were female

Table 1 indicates 69% respondents are Male students followed by 38% Female students.

Table 1. Type of Students

Type of Students	No of PG & UG Students	Percentage
Male	84	69
Female	38	31
Total	122	100

2. **Frequency of Library Visit**

Respondents were asked whether they visit library daily/weekly/monthly. As shown in Table 2 the majority of students 15% visit the library daily followed by 40% of students visit library monthly while 45% come library weekly. It indicates that library is being used by the students mostly.

Table 2 Frequency of Library visit

Frequency	Respondents	Percentage
Daily	18	15
Weekly	55	45
Monthly	49	40
Total	122	100%

evaluation covered the document acquisition policy, document delivery service, technical processing and documentation service offered by the library. The users community included only staff members of the postgraduate teaching departments.

Objectives of the study

The main objectives of the study are:

1. To explore the information seeking behavior of the students at arts Colleges in Coimbatore
2. To determine the students level of satisfaction.
3. To find out the awareness and use of library resources by the students.
4. To find out the awareness of the library services.
5. To know the main purpose of information seeking behavior.
6. To ascertain users opinion regarding usefulness and adequacy of information sources and services.

Methodology

The Target in the study was students at arts Colleges in Coimbatore Dt.. A survey method was used for data collection. A total of 150 questionnaires with open and closed ended questionnaires on information seeking behavior of students were distributed randomly to respondents at library and class rooms. Out of 150, 122 filled in questionnaires were returned by the users with overall response rate 81%. 28 questionnaires were rejected due to incomplete information.

The data gained from the responses were analyzed, classified and tabulated to understand student's information seeking behavior and information needs by employing statistical methods.

Purpose of Library Visit

In response to this table 3 indicates that 9.84% students borrowing study material, 12.3% uses reference material for completion of projects/ assignments, 4.1% uses the online databases/ journals for completing research work, 12.3% came to update their knowledge and 61.48% have other purposes like reading newspaper and internet surfing to know new arrivals.

Table 3. Purpose of library visit.

Purpose	Respondents	Percentage
Borrowing Study Material	12	9.84
Reference Material	15	12.3
Online databases/ Journals	05	4.1
For updating knowledge	15	12.3
Newspaper / Internet	75	61.48
Total	122	100%

3.   Inspiration to make use of the Library

Table 4 reveals that the majority of respondents make use of library for completion of their degrees i.e. 18.03%, 9.02% make use for availability of materials, 20.49% for easy access of materials, 15.57% because of their reading habit and 36.89% of respondents for atmosphere.

Table 4. Inspiration to make use of the Library.

Makes to use the library	Respondents	Percentage
Completion of degree	22	18.03
Availability of material	11	9.02
Easy access of material	25	20.49
Reading Habit	19	15.57
Atmosphere of the library	45	36.89
Total	122	100%

Time spend by respondents in library

Table 5 represents majority of respondents spending time 1 to 2 hours in library i.e. 18.03%, 30% spend 15 to 30 minutes in the library. 20.49% respondents spend less than 15 minutes and least number of respondents spends more than 2 hours.

Table 5. Time spend by respondents in library.

Time	Respondents	Percentage
1 to 2 hours	22	18.03
15 to 30 minutes	30	24.59
Less than 15 minutes	25	20.49
2 hours or more	45	36.89

4.   Methods of searching information

In response of methods of information seeking table 6 represents that subject experts, library and internet are the most reliable sources for seeking their information. While friends/ colleagues are less used by students for seeking their information.

Table 6. Methods of information seeking.

Sources	Respondents	Percentage
Subject experts	12	9.84
College Library	36	29.51
Internet	62	50.82
Friends/ Colleagues	12	9.84
Total	122	100%

5.   Satisfaction of user in library service.

Table 7 indicates that borrowing facility, reference books, journals/project reports are being utilized mostly while e-resources are used marginally. It shows that there is a necessity to create awareness among users to use e-resources.

Table 7. Use of Library Sources & Services

Sources	V.Good	Good	Fair	Poor
Borrowing Facility	15	60	32	15
Reference Service CAS/SDI	11	12	19	80
Journals & Reference Books	12	19	59	32
Project Reports	15	21	60	26
Issue /Return	43	25	32	22
Indexing services	11	61	25	25
Abstracting Services	15	48	44	15
Translation Services	15	44	48	15

6. Purpose of using information

Table 8 shows that in response of purpose seeking information that to keep up-to-date, Completion of degrees, for career development and projects/assignments by the respondents. Problem solving and general awareness are another purpose of seeking information which have less preference.

Table 8 .Purpose of Seeking Information.

Purpose	Respondents	Percentage
To keep-up-to date	46	37.70
Completion of degree	47	38.52
For career development	37	30.33
Preparing Project reports/Assignments	27	22.13
General awareness	23	18.85
Solving the problem	17	13.93

7. Problems faced in using Library.

Table 9 indicates that during library visit 22.13% respondents found that there is lack of latest information material according to their syllabus, 30.33% don't know how to use e- resources, 8.2% don't know how to search document or other material in library, 9.84% respondents are facing the problem that opening hours are not sufficient, 10.66% are not familiar with OPAC and 9.02% Comments that library staff are not helpful, 9.84% of respondents do not have time. On the basis of findings a collection development policy & users awareness programme are necessary for maximum utilization of the library.

Table 9. Problems faced in using Library.

Problems	Respondents	Percentage
Lack of latest information material	27	22.13
Don't know how to use e-resources	37	30.33
Lack of knowledge how to search	10	8.2
Opening hours are not sufficient	12	9.84
Not know how to use OPAC	13	10.66
Library staff not supportive	11	9.02
Don't have time	12	9.84

Findings & Suggestions

In this study 122 respondents of arts Colleges in Coimbatore were surveyed which investigates that library services are being utilized. Students use variety of information sources for their academic purposes. Books and internet are considered mostly. Students perceived that library plays an effective roll in meeting their needs. They also prepare to consult library first and subject experts. It was also noted that there was little awareness of e- resources available in the library. Majority of the respondents are accessing internet using mobile phones but few access the internet in library and internet café.

In the light of findings of the study following suggestions are made to improve the effectiveness & quality of library and improve the user satisfaction level.

1. The library needs to increase general & reference collections to fill the needs of the students.
2. More number of reference sources in different languages should be included in the collection of the library.
3. Need of initial orientation workshops and ongoing seminars for students to train them in using resources so that utilization of resources and services is maximized.
4. In library computer networks should be developed and access of e-resources should be available.

5. Need to concentrate on proper book shelving and its preservation.
6. Document Delivery services should be increased.

Conclusion

Libraries must be more users centered rather then system centered; the usage of arts Colleges library in Coimbatore District, its resources & services need to be increased. Student oriented information resources such as text books, reference, material, journals, internet facility, database etc, should be facilitated. Although students accepted that library provides them effective and useful services. Importantly, the library should conduct information seeking behavior studies at regular intervals to develop effective user cantered library and information services.

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User pattern of Libraries by students of Arts colleges in Coimbatore District: A Study

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