



## Information Seeking behaviour of Library and Information Science Professionals in India

Naresh A. Babariya<sup>1</sup>, M.G. Patel<sup>2</sup> and Alka V. Gohel<sup>3</sup>

<sup>1</sup>Singhania Uni., Rajasthan and Librarian Sanjaybhai Rajguru College of Diploma Engineering, At.-Hadmatiya, Bedi, Rajkot, Gujarat, INDIA

<sup>2</sup>Department of Library and Information Science, Hemchandracharya North Gujarat University, Patan, Gujarat, INDIA

<sup>3</sup>Hemchandracharya North Gujarat University, Patan, Gujarat, INDIA

Available online at: [www.isca.in](http://www.isca.in), [www.isca.me](http://www.isca.me)

Received 14<sup>th</sup> February 2014, revised 30<sup>th</sup> February 2014, accepted 13<sup>th</sup> March 2014

### Abstract

The research paper is discussing the various attitudes and behaviour to seek information received through internet from 100 library and information science (LIS) professionals having different designations in various organizations of different states in India. In technological modern era, this research is helpful to user to keep themselves updated and to provide the detail study and information regarding how many the innovative services like library software, classification and cataloguing schemes, RFID systems and Barcode system are used in library. It also indicating a detailed study on which types of information sources are available in library, which information services are provided and with the access of internet, user can get various information as per their requirements. Further, its showing details study which policy (system) is adopted to attract the more users.

**Keywords:** Information seeking behaviour, Information sources, Information services, Internet use, Library and Information Science (LIS) professionals in India.

### Introduction

Information seeking behaviour is one of the important areas in user studies for library and information science professionals. The motives and purposes of users give rise to information use and requirements to satisfy such needs and requirements, users adopt many ways and means of accessing and searching source of information. Library professional should have a clear understanding of their users' needs and their information seeking behavior. Unless the needs are precisely determined, it is difficult to satisfy their requirements and develop an appropriate information system. Hence, identifying information needs and determining information seeking behavior of users is the crux of the problem for the development of library and information system<sup>1-13</sup>.

**Objectives:** i. To find out the information resources used in various libraries. ii. To explore the use of information technology. iii. To study the present services.

### Research Methodology

Questionnaire was used to collect the relevant data from the library and information science (LIS) professionals in India. LIS has revealed many important facts and enabled the investigators in making some important suggestions for the overall improvement of library facility and services. In this paper an attempt has been made to analyze and interpret the data collected on information seeking behaviour by LIS. This well structured online questionnaire was prepared through Google

Drive in [www.docs.google.com](http://www.docs.google.com) and distributed by e-mails and online chat in LIS Forum to library and information science professionals in India. The library and information science (LIS) professionals were expected to answer each and every question along with their opinion on the information seeking behaviour. The collected data are in the form of tables, figures and analyzed by using a simple method of calculation<sup>1-13</sup>.

### Results and Discussion

Table-1 shows the gender wise library and information science (LIS) professionals. In different states library and information science (LIS) professionals in India out of that 64 (64%) are Male and 36 (36%) female.

**Table-1**  
**Gender**

Gender	Respondent	Percentage
Male	64	64%
Female	36	36%
Total	100	100%

Table-2 is given regarding the age that is very interesting to know that out of that 100 library and information science (LIS) professionals there are 18% respondent 21-25 age group, most of the 59% respondent are from the age group 31-40, 15% respondent are 41-45 age group, 4% respondent is under 46-50 age group and 4% respondent are under the 51 and above age group.

**Table-2**  
**Age Group (In Years)**

Age Group	Respondent	Percentage
21-25	18	18%
26-30	8	8%
31-40	51	51%
41-45	15	15%
46-50	4	4%
51 and above	4	4%
Total	100	100%

It is observed from the table-3 that most of the 38% respondent have rich experience of 6-10 year group, 23% are 0-5, 22% are 11-15, 7% are 16-20, 6% are 21-25, 1% are 26-30, 2% are 31-35 and 1% respondent experience are 36-40 year group

**Table-3**  
**Experience (In year group)**

Experience	Respondent	Percentage
0-5	23	23%
10-Jun	38	38%
15-Nov	22	22%
16-20	7	7%
21-25	6	6%
26-30	1	1%
31-35	2	2%
36-40	1	1%
Total	100	100%

Table-4 display the designation wise distribution of respondents, in which the Chief Librarian amount to 8%, most of the 49% respondent are Librarian, 3% Dy. Librarian, 4% In-charge Librarian, 1% Assistant Librarian, 1% Semi Professional Assistant, 1% Sr. Library and Inf. Assistant, 1% Librarian and Information Officer, 1% Technical Assistant, 1% Sci./Engr. (LIS), 1% Library Web Designer, 8% Library Assistant, 2%

Library Attendant, 2% Library Trainee, 1% Library Restorer and 1% respondent are Library Clerk.

**Table-4**  
**Designation**

Designation	Respondent	Percentage
Chief Librarian	8	8%
Librarian	49	49%
Dy.Librarian	3	3%
In-charge Librarian	4	4%
Assistant Librarian	15	15%
Assistant Professor	1	1%
Semi Professional Assistant	1	1%
Sr. Library and Inf. Assistant	1	1%
Librarian and Information Officer	1	1%
Technical Assistant	1	1%
Sci./Engr. (LIS)	1	1%
Library Web Designer	1	1%
Library Assistant	8	8%
Library Attendant	2	2%
Library Trainee	2	2%
Library Restorer	1	1%
Library Clerk	1	1%
Total	100	100%

Table-5 about qualification wise distribution of responses. The highest response has come from M.L.I.Sc.-85% and second highest has from B.L.I.Sc. 44% B.A.-22%, B.Com-8%, B.Sc.-18%, B.ed-1%, M.Phil-7%, M.A.-22%, M.L.I.Sc. Pursuing-3%, M.Phil.-15%, M.Phil. Pursuing-1%, M.Sc.-3%, M.Com.-6%, Ph.D.-11%, Ph.D.Pursuing-22%, LLB-2% and 16% respondents are other qualification.

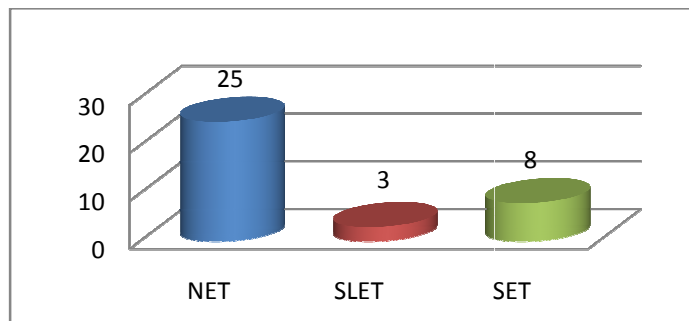
**Table-5**  
**Education Qualification**

Education Qualification	Percentage	Education Qualification	Percentage
B.A.	22	M.Phil.	15
B.Com	8	M.Phil. Pursuing	1
B.L.I.Sc.	44	M.Sc.	3
B.Sc.	18	M. Com.	6
B.Ed.	1	Ph.D.	11
M.Phil	7	Ph.D.Pursuing	22
M.A.	22	LLB	2
M.L.I.Sc.	85	Other	16
M.L.I.Sc. Pursuing	3		

Table-6 and Figure-1 show other qualification wise distribution of respondent. Out of 100 respondents, 25% respondents are NET qualified, 3% respondents are SLET qualified and 8% respondents are SET qualified.

**Table-6**  
**Other Qualification**

Other Qualification	Percentage %
NET	25
SLET	3
SET	8



**Figure-1**  
**Other Qualification**

Table-7 reveals state wise responses of library and information science (LIS) professionals in India. The highest response has come from Maharashtra 41% and second highest has from Gujarat 20%, 1% Andhra Pradesh, 1% Assam, 4% Delhi, 2% Haryana, 1% Jammu And Kashmir, 6% Karnataka, 4% Kerala, 2% MP, 1% Odisha, 2% Punjab, 2% Rajasthan, 4% Tamil Nadu, 6% UP, 1% UT of Dadra and Nagar Haveli and 2% respondent are Uttarakhand.

Table-8 shows library staffs details, in which 674 (65%) respondent are professionals and 370(35%) respondent are non professionals.

Table-9 shows that use classification scheme in the library. The highest 86% respondent are using DDC, 6% are use CC, 5% are use UDC and 3% are use self devised.

Table-10 and figure-2 show that use cataloguing scheme in the library. The highest 74% respondent are using AACR2, only 4% using CCC and 22% respondent are use self devised cataloguing scheme.

**Table-7**  
**States LIS Professionals of India**

State	Respondent	Percentage	State	Respondent	Percentage
Andhra Pradesh	1	1%	Maharashtra	41	41%
Assam	1	1%	Odisha	1	1%
Delhi	4	4%	Punjab	2	2%
Gujarat	20	20%	Rajasthan	2	2%
Haryana	2	2%	Tamilnadu	4	4%
Jammu and Kashmir	1	1%	UP	6	6%
Karnataka	6	6%	UT of Dadra and Nagar Haveli	1	1%
Kerala	4	4%	Uttarakhand	2	2%
MP	2	2%	Total	100	100%

**Table-8**  
**Library Staff Information**

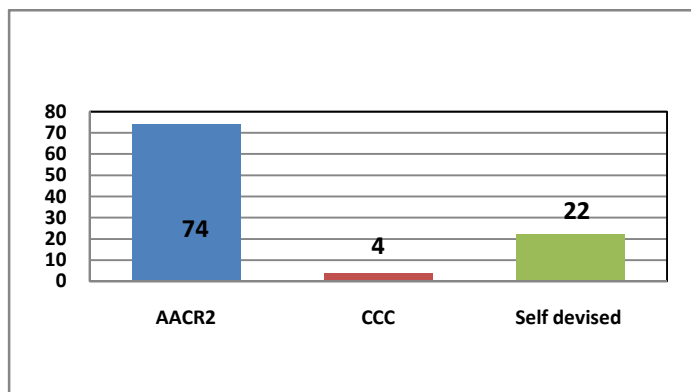
Library Staff	Respondents	Percentage
Professionals	674	64.56%
Non Professionals	370	35.44%

**Table-9**  
**Classification scheme use in the library**

Classification Scheme	Respondent	Percentage
CC	6	6%
DDC	86	86%
UDC	5	5%
Self devised	3	3%
Total	100	100%

**Table-10**  
**Cataloguing scheme use in the library**

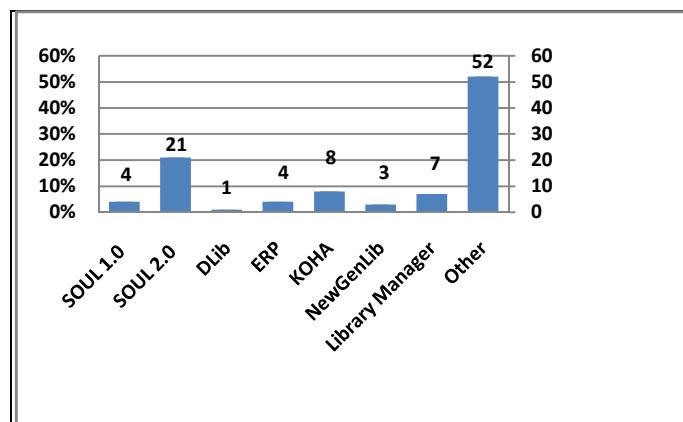
Cataloguing Scheme	Respondent	Percentage
AACR2	74	74%
CCC	4	4%
Self devised	22	22%
Total	100	100%



**Figure-2**  
**Cataloguing Scheme**

**Table-11**  
**Software use in the library**

Software	Respondent	Percentage
SOUL 1.0	4	4%
SOUL 2.0	21	21%
DLib	1	1%
ERP	4	4%
KOHA	8	8%
NewGenLib	3	3%
Library Manager	7	7%
Other	52	52%
Total	100	100%

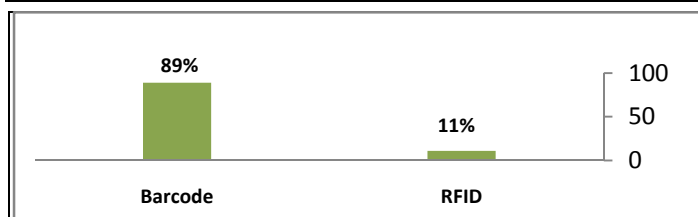


**Figure-3**  
**Software Used**

Table-11 and figure-3 show that which software use in the library. The highest 52% respondent are use other software, in which Alice for Windows, Autolib, flir, Riddhi, Libsys7, Nettlib, Librarian Nano, E-Granthalaya, Easylib, AIMS, Slim 21, Libware, Libraria, Brainstorming, ETH, SoftLib, Library Management System Software, Delplus by Delnet, QSNET by NIIT, E-Librarian, Vidhya Library Solution and Libsuite software included. Second highest 21% SOUL 2.0, 4% SOUL 1.0, 1% DLib, 4% ERP, 8% Koha, 3% NewGenLib and 7% respondent are using Library Manager Software.

**Table-12**  
**System use in the library**

Library System	Respondent	Percentage
Barcode	89	89%
RFID	11	11%
Total	100	100%

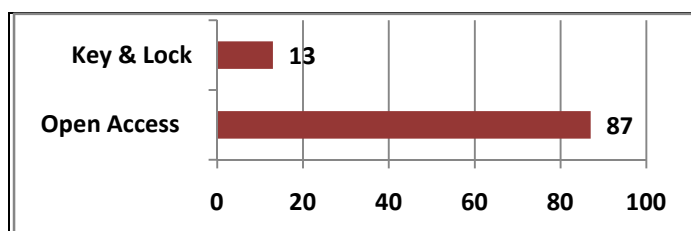


**Figure-4**  
**Library System**

Table-12 and figure-4 show the most of 89% respondent are use Barcode system in the library and 11% respondent are using RFID system.

**Table-13**  
**Library shelf system**

Shelf System	Respondent	Percentage
Open Access	87	87%
Key and Lock	13	13%
Total	100	100%



**Figure-5**  
**Library Shelf System**

Table-13 and figure-5 show that manage shelf system in library. 87% respondents are using open access and only 13% respondents are using key and lock system.

Table-14 shows that various responses of information sources available in library. The highest 100% respondents answer for books available in library, 98% respondents are News Papers, 97% respondents CD/DVD, 96% respondents Dictionaries, 95% respondents Journals/Magazines, 88% respondents E-resources and only 19% responses for Patents/Standard information sources available in library.

**Table-14**  
**Information sources available in library**

Information sources	Percentage %
Books	100
Journals/Magazines	95
Theses/Dissertation/ Projects/Technical Reports	76
Conference /Workshop/ Seminars Proceedings	52
Patents/Standard	19
Yearbook /Handbook	72
Encyclopedias	78
Dictionaries	96
Directories	50
News Papers	98
New Paper Clipping Files	74
Exam Papers	74
Syllabus	79
Pamphlets	38
Publisher Catalogues	75
CD/DVD	97
E-resources	88

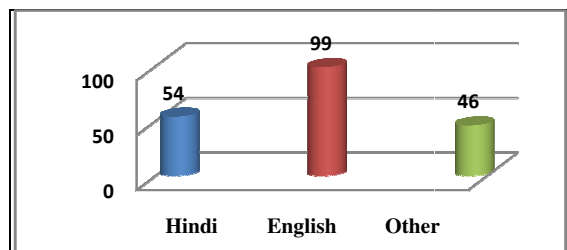
**Table-15**  
**Information services available in library**

Information Services	Percentage %
Circulation (Issue/Return)	100
E-mail Alert	52
Content Alert services	29
Content of Journals/Magazines	54
Content of Books	39
Internet	89
Wi-Fi	56
Display of New Arrivals	85
Notice Board Service	87
Inter Library Loan	58
Electronic Document Delivery Service	33
Newspaper Clipping	70
Reference Service	90
Photocopy (Reprography)	76
CAS: Current Awareness Services	62
SDI: Selective Dissemination of Information	44
Library OPAC / Web OPAC	86
Cataloguing	64
Indexing and Abstracting	31
User Education	72
Resource Sharing	51
Library Blogs	16
Library Services through Social Network	22
Other	4

Table-15 show that information services available in library in which highest respondents 100% are Circulation (Issue/Return), 90% respondents are Reference Service, 89% respondents are Internet and 56% respondents answer Wi-Fi services available in library.

**Table-16**  
**Different languages books in library**

Languages	Respondents	Percentage %
Hindi	54	54%
English	99	99%
Other	46	46%



**Figure-6**  
**Different languages books in library**

Table-16 and figure 6 show that different languages books in library. The highest 99% respondents answer are English, 54% respondents Hindi and 46% respondents answer are other languages, in which Gujarati, Tamil, Malayalam, Urdu, Kanadda, Punjabi, Sanskrit, Jain, Prakrit, German, French, Persian and Arabic languages books available in library.

Table-17 shows that different information access from internet, in which highest respondents 85% are using Journal/ Magazines subscription purpose, lowest 22% respondents are using patents and standards purpose and only 1% respondents are other type of information access from internet.

Table-18 shows that 100% respondents answer are Internet connection available in library. Thus, all libraries have internet connection

Table-19 shows out of 100 respondent 94% are internet services extended to users and only 6% respondent are not provide internet service to users.

**Table-17**  
**Information access from internet**

Information access from internet	Percentage %
Bibliographical information	70
Online purchase books	61
Online books price verify	83
Journal/ Magazines subscription	85
Access publisher catalogues	77
Fellowship/Scholarship	30
Research work	72
Placements/Job opportunities	48
Product profile	38
Access online databases	66
Entertainment	38
Forums for discussion	49
Publishing	44
Downloading programs	56
Professional developments	67
Online shopping	35
Social networks	57
Patents and standards	22
Research abstracts	51
Research articles	67
Software based information	59
Research reports/Project	51
Career planning	45
Proceedings	37
Resource sharing	45
Blogs	34
Training/Workshops/Conferences/Seminars	78
Means of Communication with professionals	57
Other	1

**Table-18**

**Internet connection available in library**

Internet Connection	Respondent	Percentage
Yes	100	100%

**Table-19**

**Internet service for users**

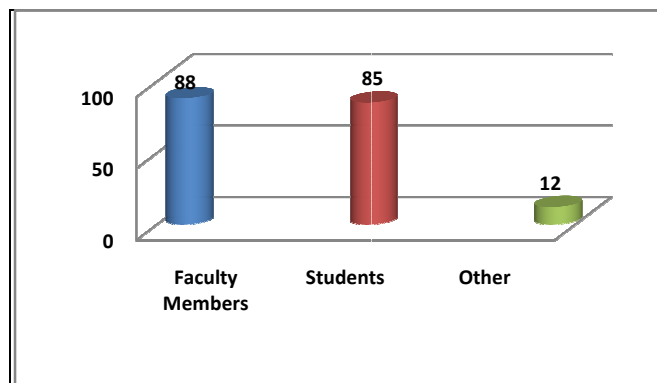
Internet services	Respondent	Percentage
Yes	94	94%
No	6	6%
Total	100	100%

Table-20 and figure-7 show that 94% respondent internet service extended to user in which 88(93.82%) for faculty members, 85(90.43%) for students and 12(12.77) for other (Ph. D. Scholars, Research Scholars, Scientists, Engineers, Technical community, Research Teams, Non Teaching Staff) users.

**Table-20**

**Internet service extended to users**

Included Users	Respondents	Percentage
Faculty Members	88	93.62%
Students	85	90.43%
Other	12	12.77%



**Figure-7**  
**Included Users**

**Table-21**

**Reasons for not extend internet services to users**

Reasons	Respondent	Percentage
Dedicated to library activities only	4	66.67%
Internet service being provided by other department	2	33.33%
Total	6	100%

Table-21 show that total 6 respondent are not extend internet services to users for the reasons in which 4(66.67%) have reason dedicated to library activities only and 2(33.33%) have reason Internet service being provided by other department.

Table-22 shows that more users attract policy most important question in field of library professional, in which show responses see the table.

**Table-22**

**More users attract policy in library**

Library policy for attract more users	Percentage %
By making the library more high technology	86
By providing users extra ordinary information on every possible field	78
By extending the date of returning issued material	41
CD/DVD maintains or amplifies such Books, Movies, Games, and G.K. etc...	57
Competitive exam related to collection books	63
General Mother tongue from the collection	35

### Suggestions received from LIS Professionals:

i. Information seeking behaviour is very good topic for your research. Must try to solve the problems which are faced by librarian during their profession. ii. Act as a librarian and guardian to manage and organize the library. Handle the specialized tasks of various library software and massive digitization, storage, access, digital reference services, electronic information services, search co-ordination and manage the archive and its access to ultimate patrons. iii. User training is most important work for use of library resources. iv. Providing textbooks and reference books to faculties and students for their updated knowledge regarding their subject and filed. v. Books are for use it is our first law for library according to it we should satisfy users according to their needs first. Although we have limited sources in our library but we can access every information through network and other social sites user satisfaction must. Work should be divided according to qualification and the work proficiency of the lib workers and timing so they can do their work interestingly. vi. Library takes book talk, book exhibition for students. vii. We also arrange an extra library activist to our students and faculties. We giving more but due to new technology some restrictions are there. Our forum is the best sources for there. viii. Our library provides students night library facility, book bank facility, over night book issue, digital library, reference library, display catalogue. ix. Library staff professionals should keep themselves with latest knowledge about gadgets, technology and professional knowledge, attending technical workshops, training courses, seminars, conferences, with full enthusiasm, zeal and dedicated spirit. x. Fulltime staff required to give better services to the users. xi. We use to provide all the services to the users in any format the required at the year desk top. xii. Libraries should be hub of all activities. iii. Information seeking behaviour of librarian is also based upon the need of the library users.

### Conclusion

The majority of the library and information science (LIS) professionals are 64% male. About 77% respondents are less than 40 year of age group which shows they are quite young exhibiting ability to work ardently. Maximum 38% LIS professionals have 6-10 years experience. Highest designation 49% is Librarian. LIS professionals are well qualified Master of Library and Information Science (MLISc.) 85% and NET qualified 25 Respondents. Maximum 41% respondents are from Maharashtra state. Library employees 64.56% are professionals and 35.44% are non-professionals. Mostly 86% using DDC for classification scheme and 74% using AACR2 scheme. Other software 52% respondents are using for library automation. Maximum libraries have 89% Barcode system and only 11% respondents are using RFID system. Information sources in libraries are 100% books, 97% CD/DVD, 96% dictionaries, 95% journals/magazines, 88% e-resources and 78% encyclopedias etc. Most of books are 54% in English language. Highest 85% responses are

journal/magazines subscription details access from internet. Internet connection is available in all libraries. Internet services 94% LIS professionals extended to users. In which 93.62% extended to faculty members and 90.43% extended to students. Only 6% respondents are not providing internet service to users. Policy for more users attract to the library, in which highest 86% responses are by making the library more high technology and lowest 35% responses mother tongue from the collection.

### References

1. Wilson T.D., On user studies and information needs, *Journal of Documentation*, **37(1)**, 3-15 (1981)
2. Babariya N.A., Information Seeking Behaviour: Study of Teaching Staff of R.K. College of Engineering and Technology, MLIS dissertation, IGNOU - New Delhi, (2009)
3. Singh H., Information Seeking Behaviour of Users of Dr.B.R. Ambedkar NIT Central Library. *DESIDOC Journal of Library and Information Technology*, **33(4)**, 338-342 (2013)
4. Pamnani S., Internet us in libraries of sant hirdaram nagar, *International journal of library and information science*, **15(4)**, 97-102 (2013) DOI: 10.5897/ijlis10.053
5. Doraswamy Naick B.R., Information Use Pattern of the Students in Engineering Colleges: Role of Libraries, *Research Journal of Library Sciences*, **1(2)**, 1-7 (2013) Available online at <http://www.isca.in/RJLS/v1i2.php>
6. Nadzir M.M., and Salim, J., Information seeking behaviour factors: A measurement model, *3<sup>rd</sup> international conference on research and innovation in information systems*, 168-173 (2013)
7. Mamun Mostofa Sk., Use and Impact of E-Resources at Some Selected Private Universities in Bangladesh, *Research Journal of Library Sciences*, **1(1)**, 10-13 (2013) Available online at <http://www.isca.in/RJLS/v1i1.php>
8. Prakash B. and Patil D.B., User Perception on Information Sources and Services in Central Universities in South India: An Evaluative Study, *Research Journal of Library Sciences*, **2(1)**, 1-6 (2014) Available online at <http://www.isca.in/RJLS/v2i1.php>
9. Umesha and Chandrashekara M., Information Seeking and Searching Behaviour of Dental Science, *DESIDOC Journal of Library and Information Technology*, **33(2)**, 83-86 (2013)
10. Chakraborty M., Application of Technology in an Innovative way for the Restoration of Natural Resources: Experience from a Village of Kutch District, Gujarat, India. *International Research Journal of Social Sciences*, **2(5)**, 22-29 (2013) Available online at <http://www.isca.in/IJSS/Archive/v2/i5/4.ISCA-IRJSS-2013-056.pdf>



11. Thanuskodi S., The Information Needs and Seeking Behaviour of the Tamil Nadu Dr.Ambedkar Law University Faculty Members, *International Journal of Information Science*, **2(4)**, 42-46 (2012) Doi:10.5923/j.ijis.20120204.03
12. Lakshmi S.R., Chinnasamy K., and Venkatachalam A.M., A study of information seeking behaviour of users of Vinayaka Mission's Kirupananda Variyar Engineering College Library in Salem, *International Journal of Library and Information Science* , **3(8)**, 179-186 (2011) Available online <http://www.academicjournals.org/IJLIS>
13. Asha S.C. and Venkat L.H., Social Behaviour of Sensory Challenged and Non-disabled Children attending Inclusive Schools, *International Research Journal of Social Sciences*, **3(2)**, 30-33, (2014) Available online at <http://www.isca.in/IJSS/Archive/v3/i2/6.ISCA-IRJSS-2014-17.pdf>