

INFORMATION NEED AND SEEKING BEHAVIOR OF FACULTY MEMBERS: A CASE STUDY OF PREMIER ENGINEERING COLLEGE OF ORISSA

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Abstract: With the changes in library environment, the information need and seeking behavior of library users have also changed considerably. Accordingly the library needs to assess these aspects of user's properly to provide better library services. This paper attempts to analyze the information need and seeking behavior of faculty members working in Engineering colleges of Orissa and for this purpose C.V.Raman college of Engineering ,Bhubaneswar has been taken as a case study. The analysis of data collected through questionnaires reveals that the main purpose of seeking information is for study and research and the faculty members prefers e-resources than print resources for their information need. Also Library is the main source of information for them. The paper suggests some steps for the improvement of library system and services so that it can meet the information need of faculty members in a more effective way.

Key words: Information need; Information seeking behavior; Faculty members

Introduction

Form the primitive days of human civilization, information has always been an important component of growth and improvement of the intellectual capability of human being. In modern educational system of today, information is closely associated with study, teaching and research. In an academic set up ,for the all round development of educational system, the faculty members should be well versed with the latest information on their subject field and its related areas. Accordingly Library being the information center of an academic institution should be able to meet their information need satisfactorily. Further ,the continuous growth and development of Information Communication Technology have changed the library environment and accordingly users need have also been shifted from mare documents to pin pointed information that to in a sort span of time. In this context it is highly essential on the part of the libraries to identify and analyze the information need of faculty members so that necessary collections, tools and services can be developed to meet their information need in a better way.

C. V. Raman College of Engineering, established in 1997 at Bhubaneswar, Orissa is approved by the All India Council for Technical Education(AICTE), New Delhi and affiliated to Biju Patnaik University of Technology(BPUT), Orissa, Indian Maritime University, Chennai. Also it is accredited by NAAC and ISO Certified. It offers B.Tech ,M.Tech and MBA courses. The Central Library of CVRCE is a fully automated Library having all modern library facilities, which caters to the information needs of the students, faculty members and staff. The present

study is an attempt to study the information need of faculty members, so that necessary system can be developed to meet their information need in particular and to develop the quality of technical education in general.

Objectives of the Study

- .The aims and objectives of the present study can be summarized as follows.
- To ascertain the actual and current information needs the faculty members of C.V. Raman College of Engineering.
- To determine the sources on which they depend for their information needs
- To identify the information seeking behavior of the faculty members.
- To identify the barriers faced by them in seeking and obtaining their relevant information .
- To develop the overall library system so that it can cater the information need of faculty members more effectively.

Scope and Limitation of the Study

The scope of the study is to find out the information need of the faculty members of C.V. Raman College of Engineering, Bhubaneswar, Orissa . However ,the study is limited to:

- The C.V. Raman College of Engineering, Bhubaneswar, Orissa and not any other institutions.
- Among various users of library, the study is limited to the faculty members of C.V. Raman College of Engineering and not any other staff
- Among different aspects, the study is confined to the information need of the faculty members only and not any other aspects.

Size of Sample

The target population of the present study consists of the faculty members of different departments of C.V.Raman College of Engineering, Bhubaneswar, which are 150 in numbers. It includes faculty members of different categories such as Professor, Assistant Professor, Sr.Lecturer and Lecturer.

Literature Review

A number of researchers have conducted study on the information need and seeking behavior of library users. Kacherki and Thombare(2010) ¹ in their paper discusses a case study done at SP Jain Institute of Management and Research to find out the information-seeking patterns of the library users. The paper identifies the advantages and disadvantages of e-journals and suggests that printed and e-journals are complimentary to each other. The information-seeking behavior of the social sciences faculty at Kuwait University studied by Marouf and Anwar(2010) ² finds that respondents heavily depend on books and journals for teaching and on a larger variety of

materials for research purposes. Their use of informal sources is comparatively less than formal sources. Also the study indicates that library use is very low with complaints about the quality of staff, resources, especially in Arabic, and access to international resources. Wickramanayake(2010)³ in his paper attempts to evaluate academics' information-seeking behavior, information needs, and their attitudes and perceptions towards the library system in Sri Lankan universities. He finds that the majority of academics were more interested in research than teaching and they had good library skills for finding information and accessing services. Also most of them were unable to keep in touch with current information due to insufficiency of current resources and their attitudes towards the library staff were rather unsatisfactory. Fatima and Ahmad(2008)⁴ in their study information seeking behavior of students at Ajmal Khan Tibbiya College, AMU, find that guidance in the use of library resources and services is necessary to help students to meet their information requirements. Findings of the study reveals that textbooks and journals are the most popular sources of information for the students' course work. The study conducted on information seeking behavior of agricultural scientists working in ICAR institutions of Delhi, and Punjab Agricultural University, Ludhiana by Singh(2008)⁵ discusses the findings of various strategies and procedures adopted by the agricultural scientists in meeting their information requirement. The study reveals that for accessing information agricultural scientists highly depend on the library collection, followed by the personal collection, collection of their supervisor and of colleagues in order of decreasing priority. The research conducted by Singh and Satija(2007)⁶ on information seeking behavior of agricultural scientists show that agriculture scientists have significant dependence on their libraries /information centers in meeting their information requirement and these are the most preferred source for them for their information need. The study conducted by Mahapatra(2006)⁷ explores the habit of use of documents and the library by the scientists, engineers and technologists of Indian petroleum industry in the electronic era. It attempts to correlate the need of information with the habits of using of library and finds that it is related to their rank in the organization.

Methodology

The study is based on survey method and questionnaire technique is used for Survey. Accordingly a structured questionnaire was designed to collect data from the faculty members of C.V.Raman College of Engineering keeping in mind the basic objectives of the study. The questionnaires were distributed personally to collect data from the respondents i.e. 150 faculty members of the CVRCE, Bhubaneswar. But in spite of repeated request only 115 (76.6%) responded with the filled in questionnaire. The questionnaires were edited where necessary. The collected data were analyzed, classified and tabulated by employing statistical data.

Results and Discussion

Classified data on respondents

Data on designation, qualification, teaching experience etc of faculty members were collected and analyzed .It shows that out of 115, as high as 73 respondents are Lecturer(63.5%), 20 are Sr. Lecturers (17.4%), 17 are Asst. Professors(14.8%) and 5 respondents(4.3%) are Professors. Regarding qualification of faculty members the data shows that majority of the faculties i.e. 82

have Master Degree/M.Phil qualification(71.3%),18 have Bachelor Degree (15.7%) and 15 respondents have Ph.D qualification (13%).Further regarding teaching experience of faculty members,73 (63.5 per cent) have 1-5 years; 31 (27 per cent) have 5-10 years; 03have (2.6 per cent) 10-15 years, 06 have (5.2 per cent) 15-20 years; and 02 (1.7 per cent) have 25-30 years of teaching experience. Surprisingly, no faculty members have teaching experience between 20-25 years.

Purpose of Information Need

The faculty members need information for various purposes. Hence data collected on this have been presented in the following Table.

Table 1: Purpose of Information Need

S.N	Purpose	No of Responses	%
1	Study & Teaching	110	28.5
2	Research	54	14
3	To keep update about the latest development	89	23
4	Paper publication /Seminar presentation	98	25.4
5	Other	35	9.1
	Total	386	100%

The data collected on the purpose of information need of faculty have been tabulated in Table-1. It depicts that out of total 386 responses, 110(28.5%) responses indicates the purpose of information need is for study and teaching .It is followed by 98 responses (25.4%) for paper publication/seminar presentation, 89 responses (23%) for keeping themselves update about the latest development,54 responses (14%) for research and 35(9.1%) responses for other purposes.

Sources used for Information need

The following table depicts the uses of information sources by the faculty members of C.V.Raman College of Engineering for their information need.

Table 2: Sources Used for Information Need

S.N	Sources	No of Responses	%
1	Text books	112	25
2	Reference books	93	20.7
3	Periodical	98	21.9
4	E-Recourses	115	25.7
5	Others	30	6.7
	Total	448	100%

Faculty depend on various sources for their information need .Analysis of data on this as in Table-2 reveals that as high as 115(25.7%) responses use e-resources as the main sources of

information .It is followed by sources such as text books 112(25%), periodical98(21.9%), references books 93(20.7%) and other sources 30(6.7%) .

Nature & Type of Information need

Table-3 describes about the nature and type of information needs of the faculty members .It shows that majority of responses i.e. 105 out of 297 (35.4%) indicates that faculty members need full text of the paper, followed by 73(24.6%) responses for abstract/index, 65(21.9%) responses for review of literature and 54(18.1%) responses for bibliography of the paper to satisfy their information needs.

Table3: Nature & Type of Information need

S.N	Nature / type of Information	No. of Responses	%
1	Full Text	105	35.4
2	Abstract/index	73	24.6
3	Review of literature	65	21.9
4	Bibliography	54	18.1
	Total	297	100%

Electronic information need of Faculty members

E-resources are now a days considered as a main source of information by the academic community, particularly faculty members. Accordingly the data collected on this reveals that out of 115 respondents,88(76.5%) are aware of the e-resources where as 27(23.5%) are not aware of it.

Further investigation made in the study to know the types of e-resources used by the faculty members which has been analyzed in Table-4.

Table 4: Mostly Used E-resources

SN	E-resources	No. of Responses	Percentage
1	Available freely on Internet	98	36.1%
2	Online resources subscribed by the Library	105	38.6%
3	E-resources available in DVDs,CDs etc	42	15.4%
4	Others	27	9.9%
	Total	272	100%

The analysis of data of Table-4 depicts that 105(38.6%) of total responses indicates that faculty members mostly use online resources subscribed by the Central Library , followed by 98(36.1%) responses for use of e-resources freely available on Internet,42(15.4%) for e-resources available in DVDs/CDs etc and 27(9.9%) for other e-resources not mentioned in the table.

Due to rapid development of ICT, e-resources are occupying a major portion of library collection and users interest are also shifting towards e-resources from print resources gradually. An attempt has been made to study on this which shows that 75 respondents out of 115 (65.2%) prefer e-resources than print resources whereas 40 respondents (34.8%) opined negatively. Further the main reason for preference to e-resources by faculty members is the provision of downloading/copying/saving facility of e-resources.

Approaches to seek information

Approaches to seek information differs among the users and it shows the awareness of users to search a particular information .The present study has collected views of respondents on this and has presented in the Table-5.

Table 5: Approaches to Seek Information

SN	Sources	No.of Responses	%
1	Library catalog	21	6.2
2	OPAC	103	29.9
3	Library notice board	55	16
4	College web site	85	24.7
5	Library staff	53	15.4
6	Others	27	7.8
	Total	344	100%

The analysis of Table-5 reveals that as high as 103 responses(29.9%), out of 344 indicates that the main approaches to information by respondents is OPAC(Online Public Access Catalogue), followed by 85(24.7%) responses for college web site, 53(15.4) for library staff, 27(7.8%) for other sources and only 21(6.2%) responses for library catalogue.

Table 6: Times Spend for Searching Information.

S.N	Type	No. of Respondent	%
1	Less than 5 hour	14	12.2
2	1-5 hours	18	17.7
3	5-10 hours	31	26.9
4	10 hours or more	52	45.2
	Total	115	100%

Analysis of data of Table-6 shows that 52(45.2%) respondents spend 10 hours or more per week in searching their required information .It is followed by 5-10 hours by 31(26.9%) respondents, 1-5 hours by 18(17.7%) respondents and less than 5 hours by 14(12.2%) respondents.

Table 7: Place for Searching Information

S N	Place	No. of Responses	Percentage
01	Central Library	92	46.5
02	Department	43	21.7

03	Home	38	19.2
04	Others	25	12.6
	Total	198	100%

The analysis of data of Table-7 shows the preference of place by faculty members in searching their required information. It reveals that most of the faculty prefers Central Library to search their information (46.5% responses). It is followed by other places such as department (21.7%), home 38 (19.2%) and other places (12.6%). Further investigation shows that out of 115, majority of respondents i.e. 61 (53%) visit central library daily, followed by 25 (21.7%) very often, 21 (18.3%) once a week and 8 (7%) respondents once a month.

Delegation in seeking information

Regarding delegation in seeking information, the analysis of data shows that out of 115 respondents, 87 (75.6%) opined that they do not prefer delegation in seeking information where as 28 respondents (24.3%) opined reversely.

A further investigation carried out to know the preference of faculty members who delegates in seeking information. The data have been presented in Table-8.

Table -8: Preference to delegate in seeking information

S.N	Person	No of responses	%
1	Library staff	25	40.3
2	Colleagues	10	16.1
3	Students	22	35.5
4	Others	5	8.1
	Total	62	100%

It shows that the respondents prefer library staff to delegate in seeking information as 25 (.40.3%) responses indicate towards this. It is followed by students 22 (35.5%), colleagues 10 (16.1%) and others 5 (8.1%).

Patterns of communication for information search output

Table -9:-Patterns of communication for information search output

SN	Pattern	No. of Responses	%
1	Presenting paper in seminar or conference	73	36
2	Publishing papers	25	12.3
3	Preparing class notes	88	43.3
4	Others	17	8.4
	Total	203	100%

The analysis of data of Table -9 shows that respondents mainly communicate their search output through preparing class notes (43.3% responses). It is followed by presenting paper in seminar of conference (36%), by publishing papers (12.3%) and others (8.4%) of responses.

Availability of required information in Central Library

Regarding availability of required information in Central Library, the analysis of data shows that 76 respondents (66%) ,out of 115 opined that required information are available in the Central Library where as 39 respondents(34%) opined negatively. Further those who opined negatively, the main reasons for non-availability of information have been tabulated as follows.

Table-10: Reasons for non availability of information

SN	Reasons	No. of Responses	%
1	Poor library collection	38	40.9
2	Rigid Library rules regulation	18	19.3
3	Poor infrastructure facility	27	29
4	Others	10	10.8
	Total	93	100%

The analysis of data of Table-10 shows that the main reason for non availability of required information in Central Library is poor library collection (40.9% responses). It is followed by other reasons such as poor infrastructure facility of the library (29%), rigid library rules and regulations (19.3%) and others (10.8%).

Personalized service provided by Central Library

Regarding availability of personalized service in central library, the analysis of data depicts that out of 115, 93(80.9%) respondents agreed on this where as 22 respondents (19.1%) did not.

The present study further attempts to know the areas in which the respondents requires personalized service and the data have been tabulated in Table-11.

Table-11: Areas where personalized service required

S.N	Areas	No. of Responses	%
1	Finding a document in the library	52	24.5
2	Searching on- line resources	89	42
3	About the library resources	59	27.8
4	Other	12	5.7
	Total	212	100%

It shows that respondents require personalized service mainly to search online resources as indicated by their responses((42%) The other areas where such service is required by respondents are to know about library resources (27.8%), finding a document in the library (24.5%) and Others (5.7%).

Need of Training/Orientation programs

In the present study respondents' views were invited on the need of orientation and training programs for them to enable them to search their required information more efficiently.

Table-12: Need of Training/Orientation programs

S.N	Responses	No. of Respondent	%
1	Yes	98	85.2
2	No	17	14.8
	Total	115	100%

The analysis of data as tabulated in Table-12 shows that 98 respondents out of 115, 98(85.2%) responded that they need training/orientation programs where as 17 respondents (14.8%) negatively.

Major Findings of the Study

The findings of the present study can be summarized as follows.

- Basic purpose of information need of faculty members of C.V. Raman college of Engineering is study and teaching.
- E-resources are the main sources used by the faculty members for their information needs.
- Faculty members prefer full text information to satisfy their information need as compared to abstract, index, review of literatures, bibliography etc.
- Maximum Faculty members spend more than 10 hours per week in searching their required information.
- Maximum faculty members are aware of e- resources and they mostly use on-line resources subscribed by the central library.
- Faculty members prefer e- resources than print resources for their information requirements and the main reasons for preferring e- resources are downloading copying and saving facilities of e-resources.
- OPAC(Online Public Access Catalogue) of Central Library is the main tools through which faculty members approach to seek information.
- Faculty members usually do not prefer delegation in seeking information. However in some cases they prefer library staff to delegate in seeking information.
- Central library is the main place for faculty members to search information.
- The information search output are communicated through preparing class notes.
- Majority faculty member visit central library on dally basis and maximum opined that required information are available in the Central library. However those who opined negatively on the availability of required information, the main reasons for this as stated by them is poor collection of central library.
- The central library provide personalizes services to faculty members and they prefer such services mainly to search on-line resources.

- Faculty members needs training/ orientation program on information search strategies, particularly on e-resources to make their search effective.

Conclusion

The analysis and findings of the study reveals that the main purpose of faculty members of C.V.Raman College of engineering is study and teaching and they gets their require information from the Central Library of C.V.Raman College of Engineering. The central library is also satisfying the information needs of faculty members through personalized services by library staff, subscribing e-resources etc. All this indicates towards a healthy academic environment for proper growth and development of academic system. However there is enough scope for central library to satisfy the information needs of faculty members in a better way. Some steps in this regards may includes development of library collection by procuring more reference books, subscription to more number of e-resources as per the requirements of the users. Further reference tools such as Web OPAC, library websites, library blogs needs to be created. Above all the feedback mechanism of central library needs to be streamlined so that information needs of faculty members can be accessed properly and restructuring of library systems and services can be done accordingly.

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