

A CASE STUDY OF INFORMATION SEEKING BEHAVIOR OF USERS OF LATE S. R. TAMBE LIBRARY OF W. COLLEGE, OTUR

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Abstract *Our college is providing education to the students at Junior, Senior & Post graduate level. Our central Library is catering information as per the requirement of the users. We have made available several services and facilities to the users. But for testing of this services and facilities, this study was conducted in Feb 2018. The motto of this study is to make quality Library Department. All the findings were discussed in the article.*

Keywords: *Web OPAC, Library Services, Library Department*

INTRODUCTION

The Annasaheb Waghire College of Science, Arts & Commerce, Otur is established in 1970 and is affiliated to SPPU, Pune. The college has earned name & fame of its academic excellence, regularity and punctuality of its rigorous routine, high standard of discipline, administrative control & progressive outlook to serve the society. The college provides instruction in faculties of Arts, Commerce and Science leading up to Bachelor's Degrees and Post Graduate Degrees. At the Post Graduate level, their B.A., B.COM, B.Sc. performance is the criteria for admission to M.Sc./M.A./MCOM courses. The college has separate two storied building for its library. The name of library Late S.R. Tambe is given in the year 1981-1982. The Late S.R. Tambe was social leader in the Pune District. Late S.R. Tambe was born on 22 Sept. 1928.

The collection Comprised of subjects' areas from faculty of arts, mental moral, Social science, Commerce, Education, Science etc. The Collection has been systematically developed covering all branches of knowledge. Today the college library is fully computerized by using ETH Software. The College as well as its library are having own webpage. Through which all information related to college and its library can be seen. Web OPAC also can be seen by the users through library page. Library is having more than 90 thousand books in its collection with 72 printed journals.

Library staff are providing services and facilities as per users' requirement. But this has to be evaluated. Whether they are satisfied with the services and facilities provided by the library department or not. So I have conducted this study to know whether the users of the library are satisfied or not.

OBJECTIVES OF THE STUDY

The following are the objectives of the study:

- To Find Out the Frequency and Purpose of Visit to the Library.
- To Know the Awareness and Use of Library Resources by the Users.
- To Know the Barriers in the way of Information Access.
- To know the user awareness concern to the Library Services, Facilities and Norms.
- To know the level of satisfaction of Library Users.

METHODOLOGY

The target populations in the study were the students from the undergraduate and post graduate course. A survey method with questionnaire tool was used for data collection. A total of 500 questionnaires were randomly distributed among the targeted population.

Out of 500 respondents, 343 filled questionnaires were received from the users. by the users with The overall response rate is 68.60%. The data obtained from the respondent were analyzed to understand students' information-seeking behavior and information needs.

ANALYSIS AND INTERPRETATION OF COLLECTED DATA

User Response Details

As mentioned in the above para, 68.60 % of users have given response to the survey. These details are as shown below.

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Table 1: User Response Details

Particulars	Questionnaire Distributed	Response received	%	Response Not Receives	%	Remark
Users	500	343	68.60	157	31.40	

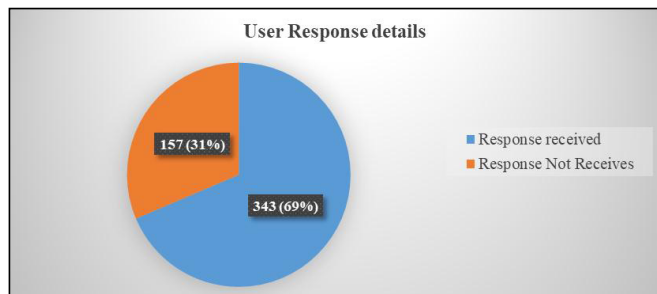


Fig. 1: User Response Details

Above table and Fig. is showing 31.40 % (157 users) were not submitted their response for the said survey.

Sr. No	Frequency	No. of Users	% of Visited users
5	Occasionally	12	3.50
	Total	343	100.00

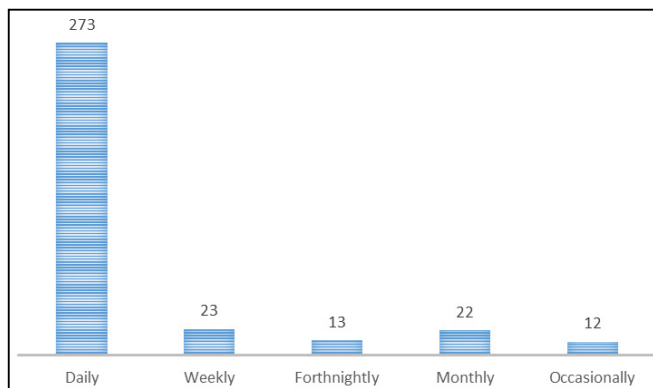


Fig. 2: Frequency of Library Visit

From the total number of the respondent, 79.59% (273 Users) were daily visitors of the library. Only 12 users were visited library occasionally.

Frequency of Visit to the Library

This is giving details of frequency of user visit with their aim. Table 2 is showing visit frequency details of the 343 users.

Table 2: Frequency of Library Visit

Sr. No	Frequency	No. of Users	% of Visited users
1	Daily	273	79.59
2	Weekly	23	6.71
3	Fortnightly	13	3.79
4	Monthly	22	6.41

Purpose of Users to Visit the Library

For the data collection under this topic, list of 12 purposes were given to the users in the questionnaire. The collected data is classified as per the purpose in the Table 3.

Table 3: Purpose of Users to Visit Library

Sr. No	Purpose of Visit	No. of Users	%
1	Reading Newspaper	288	83.97
2	Competitive Exams	173	50.44
3	Employment News	313	91.25
4	General knowledge	193	56.27
5	Academic Improvement	233	67.93
6	Entertainment	86	25.07
7	Assignments/projects/term papers	186	54.23
8	Presentations Preparation	93	27.11
9	Previous exam question papers	273	79.59
10	Job interviews Preparation	33	9.62
11	Preparing notes	227	66.18
12	Others	13	3.79

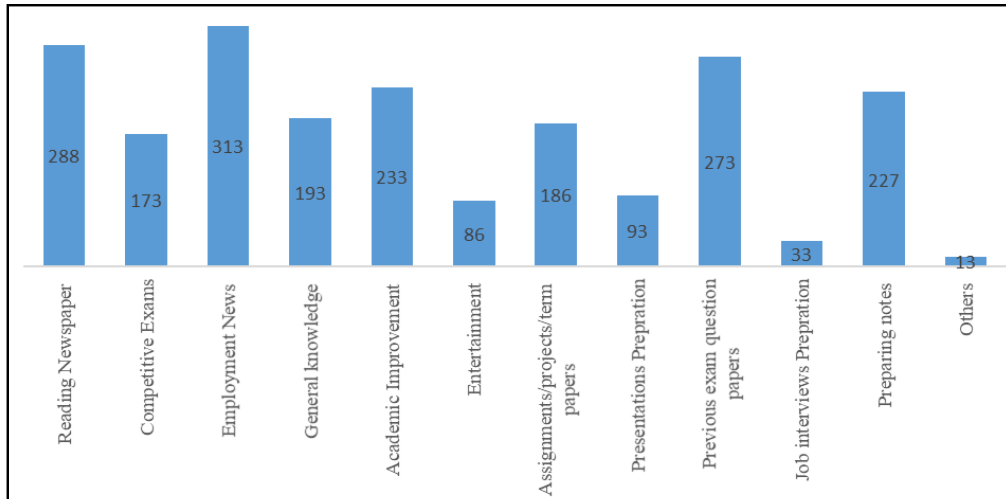


Fig. 3: Purpose of Users to Visit Library

From the total number of the respondent, 91.25% (313 Users) of users were coming in the library to get information related to the employment through library resources. Followed by this, 83.97% of users were coming in the library to read daily newspapers. A 273 (79.59%) users showed their interest in previous year question papers. Only 33 (9.62%) users were accessed library for the preparation of their job interview.

Finding of the topic is presented in the Table 4 and depicted in the Fig. 4.

Table 4: Details of Information Resources Consulted

Sr. No.	Particulars	No. of Users	%
1	Reference Books	333	97.08
2	Text Books	343	100.00
3	Journals	103	30.03
4	Magazines	196	57.14
5	NLIST	98	28.57
6	Newspapers	303	88.34
7	CD-ROMs Database	43	12.54
8	Internet	243	70.85
9	Catalogue	76	22.16

Information Resources Consulted

This topic is considered for the study because through which popular type of information resource can be easily identified. This finding is considered for library collection organization. Popular type of resource is kept near to stack entry for user convenience.

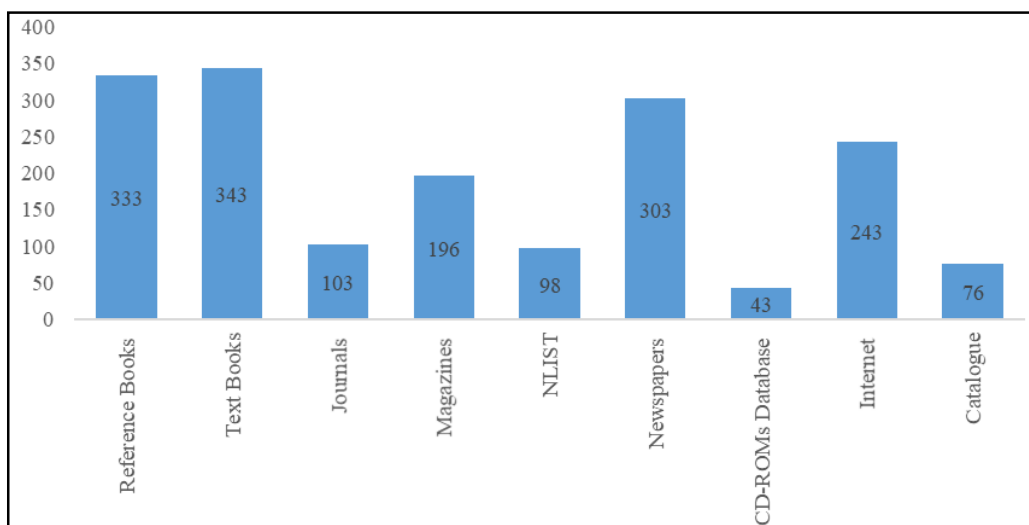


Fig. 4: Details of Information Resources Consulted

From the total number of the respondent, 100% (343 Users) of users were coming in the library to consult textbooks. Followed by this, 97.08% (333 Users) of users were coming in the library to borrow reference books. Only 43 users (12.54%) were used library to get CD-Rom.

Main Hurdles to Get Information from the Library

Users were also having some barriers for accessing library as well as its resources. Here under this point, six barriers were considered for the data collection. A Collected data is classified in the Table 5.

Table 5: Details of Main Hurdles to Get Information from the Library

Sr. No	Particular	No. of Users	%
1	Less No. of latest Information resources	93	27.11
2	Not having idea to use e resources	244	71.14
3	Lack of knowledge about library use	43	12.54
4	Lack of Time	63	18.37
5	Lack of knowledge about OPAC/Web OPAC	198	57.73
6	Unsupportive Library staff	33	9.62

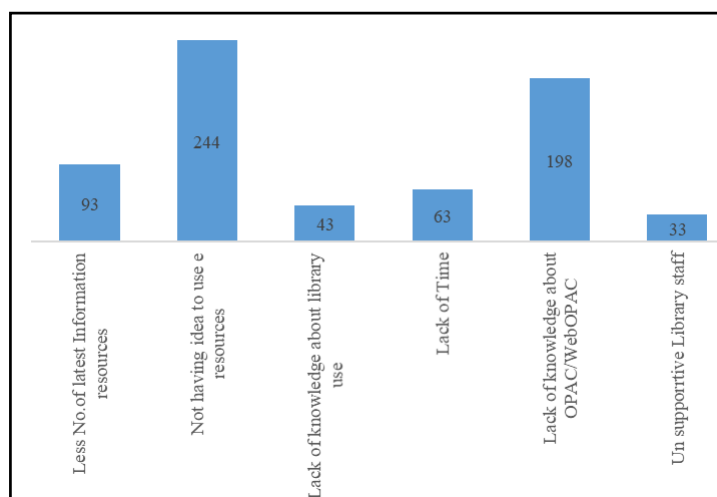


Fig. 5: Details of Main Hurdles to Get Information from the Library

Our college is in the rural area, because of that most of users (244 Users) were not well aware with the Information Technology. A 198 users were also not having knowledge concern to the use of OPAC/Web OPAC. A 33 users were also not getting their required information because of unsupportive nature of the library staff.

Users' Awareness Concern to the Library Services, Facilities and Norms

Under first objective of the said study, users were checked for their awareness concern to the Library services, Facilities and Norms. Following are the findings mentioned in the Table 6 and depicted in the Fig. 6.

Table 6: Users' Awareness Concern to the Library Services, Facilities and Norms

X Axis	1	2	3	4	5	6	
Particulars	Library Services	%	Facilities	%	Norms	%	Average %
Well aware	308	89.80	328	95.63	298	86.88	90.77 %
Partially aware	33	9.62	6	1.75	41	11.95	7.77%
Not Aware	2	0.58	9	2.62	4	1.17	1.46%
TOTAL	343	100.00	343	100.00	343	100.00	100 %

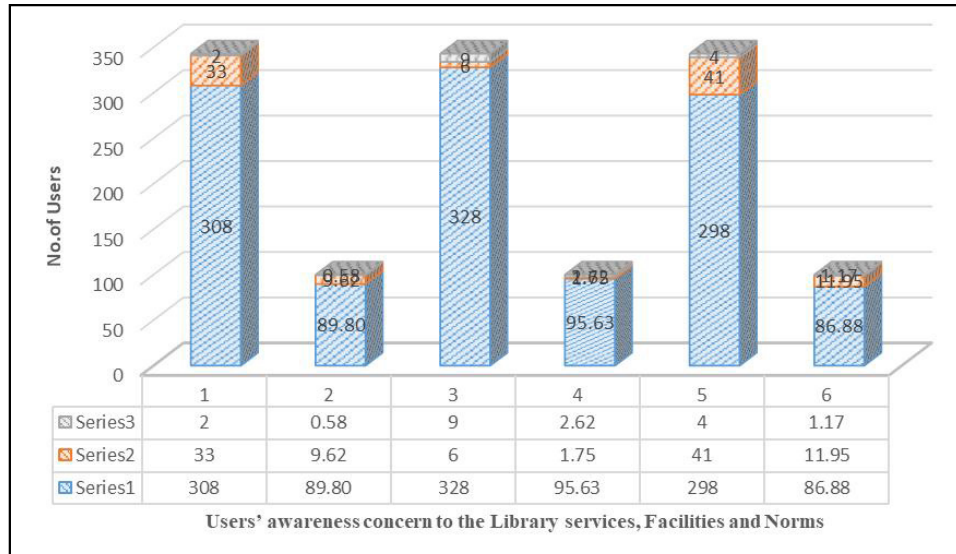


Fig. 6: Users' Awareness Concern to the Library Services, Facilities and Norms

Above Table 6 & Fig. 6 are showing average 90.77 % (311) of users are well aware of Library services, Facilities and Norms. Only average 5 (1.46%) users of the college library were not well aware with the Library services, Facilities and Norms.

level of satisfaction. A result of the same is given as in the Table 7.

The Level of Satisfaction of Users' Concern to the Library Services and Facilities

Whatever services and facilities were provided to the library users, that were checked by user level of satisfaction. Only two options were provided to the users for checking their

Table 7: Details of The Level of Satisfaction of Users' Concern to the Library Services and Facilities

X Axis	1	2	3	4	
Particulars	Library Services	%	Facilities	%	Average
Satisfied	341	99.42	342	99.71	99.57%
Not Satisfied	2	0.58	1	0.29	0.43 %
TOTAL	343	100.00	343	100	100 %

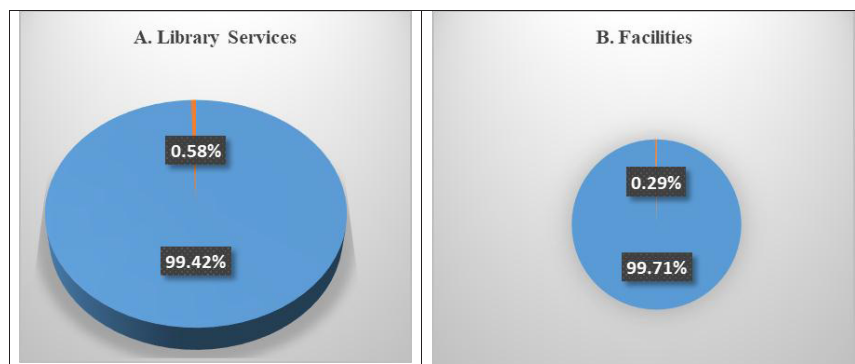


Fig. 7: Details of the Level of Satisfaction of Users' concern to the Library Services and Facilities

Above Table and Fig. are showing 99.57% of users were satisfied with the library services and facilities made available to its users. Only 0.43% of users were not satisfied

with the library services and facilities made available to its users.

CONCLUSION

This study was conducted to get information concern to the assigned objectives. This study will help author in the improvement of library as well as services and facilities provided by the library department. The 33 Respondent were reluctant because of unsupportive nature of Library staff. Author went in deep concern to the unsupportive nature of the staff, he found it's because of less number of staff. This issues put in the library committee meeting for the solution. The provision has been made concern to the technical staff availability. This study helped author to move towards a formation of quality Library Department.

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