Information seeking behaviour and satisfaction of the users of Vidysagar University Central Library: a study

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Abstract:

A questionnaire- based survey was conducted to examine the use of library materials and services by the users of Vidyasagar University Central Library (VUCL). It mainly focuses on the collection development of VUCL, purchase of books and journals by VUCL, reading room facility of VUCL, internet service, reference service, security system, availability of science journals, book reservation technique, reprographic services, etc. It also highlights the behavior of staff, requirement of separate section for physical handicapped students, user orientation programme, uninterrupted power supply etc.

Keyword: Information seeking behavior, Vidyasagar University Central Library

Introduction:

Information seeking behavior includes "those activities a person may engage in when identifying their own needs for information, searching for such information in any way, and using or transferring that information." (Wilson,1999, 2000). Information seeking behavior differs among user groups. Academic libraries must understand the information needs of faculty, research scholars and students in order to address those needs. This study explores the information-seeking behavior of faculty members, researchers and postgraduate students of Vidyasagar University in use of resources and services of VUCL.

Vidyasagar University Central Library has a rich collection of books and journals subscriptions. Journals are also available online through UGC Infonet consortium. This study examines the kinds of academic information needed by respondents, which resources they prefer, whether they are satisfied with the library collections or not etc. The survey method was used and data was gathered via questionnaire from 147 users.

Objectives:

The main objectives of the study are the following:

I)   to find out the need of the users of different disciplines of the Central Library, Vidyasagar University.

II)   to find out the information resources available in the Central Library, Vidyasagar University.

III)   to find out the different services provided by the Central Library, Vidyasagar University.

IV)   to find out the satisfaction of the users of Physics, Chemistry and Mathematics disciplines.

V)   to put the suggestions for betterment of the collection development of the resources and services to the users.

Scope & Coverage of the study:

There are numerous departments in Vidyasagar University. Due to shortage of time the researcher has taken the users of three pure science departments (Department of Physics, Department of Chemistry and Department of Mathematics) of Vidyasagar University in this study. The users are divided into three categories namely faculty member, researcher and student.

Method used:

Survey method was used for this study. The users were selected by random method of sampling. Almost 25%users of each category of each department were given questionnaire. The questionnaire was designed keeping in view of user information gathering habits, reading habits, service performances, flow of information among users, their information seeking approaches in Central Library etc. Another questionnaire was made for collecting data about the availability of resources, services and future plans of the Central Library. After collecting data, comparisions is made among the users of the above mentioned departments of Vidyasagar University. The data is presented in tabular form and analysis is given with the help of different statistical applications such as charts, diagrams etc.

Analysis of Data:

Table 1: Gender of Respondents

Disciplines	No. of Respondents		Total
	Male	**Female**	
Physics	29	11	40 (27.21%)
Chemistry	34	11	45(30.61%)
Mathematics	42	20	62(42.18%)
Total	105 (71.43%)	42 (28.57%)	147(100%)

Table 1 shows that total number of respondents are 147. Out of 147, male respondents are 105 and female respondents are 42. Among the total respondents, 40 (27.21%) respondents are from Physics Department, 45 (30.61%) respondents are from Chemistry Department and 62 (42.18%) respondents are from Mathematics Department.
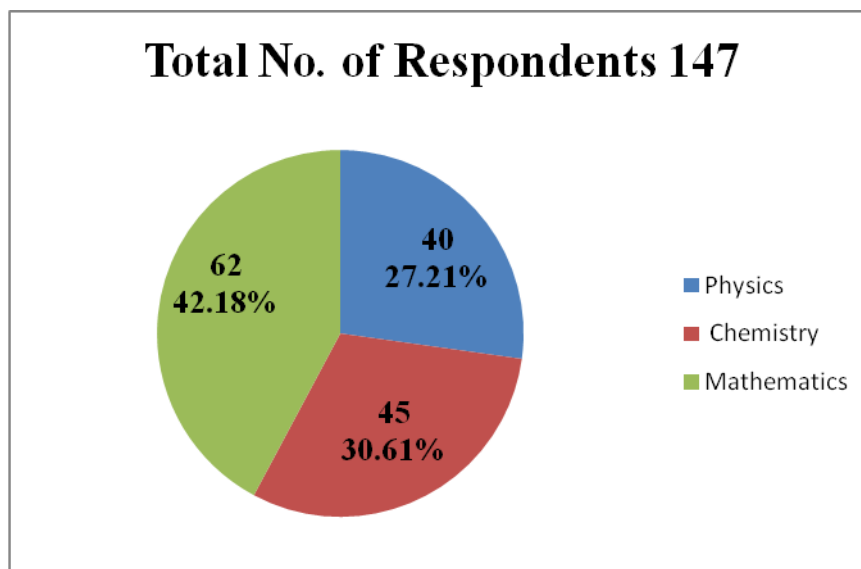

Chart I

Table 2: Status of Respondents

Disciplines	Occupation			Total
	Assistant Professor/ Associate Professor/ Professor	Research Scholar	Student	
Physics	2	5	33	40
Chemistry	3	9	33	45
Mathematics	3	11	48	62
Total	8 (5.44%)	25 (17.01%)	114 (77.55%)	147 (100%)

Table 2 shows that out of 147 respondents, total 8 (5.44%) respondents are Assistant Professor/ Associate Professor/ Professor, 25 (17.01%) respondents are Research Scholar and 114 (77.55%) respondents are students.
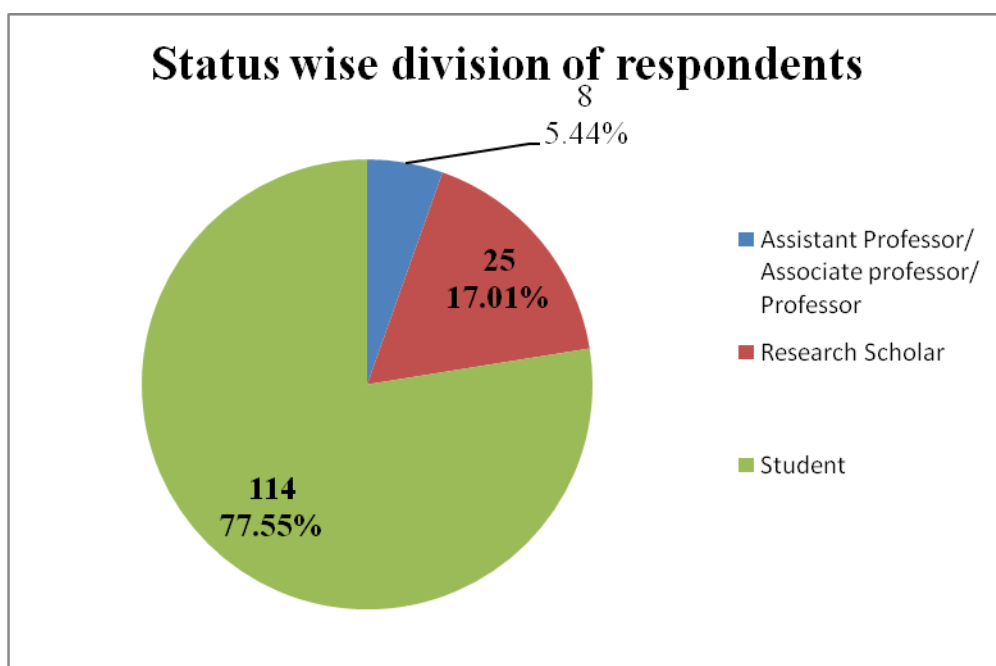

Chart II

Table 3: Reasons behind the use of the library

Disciplines	Increased use of reference book	Enlargement of knowledge boundary	Expedited the research process	Accelerated the knowledge thurst
Physics	16	15	4	10
Chemistry	23	19	11	13
Mathematics	26	20	9	17
Total	65 (44.22%)	54 (36.73%)	24 (16.33%)	40 (27.21%)

Table 3 reveals that 65 respondents (44.22%) are agree with increased use of reference book, 54 respondents (36.73%) are agree with enlargement of knowledge boundary, 24 respondents (16.33%) are agree with expedited the research process, 40 respondents (27.21%) are agree with accelerated the knowledge thrust.
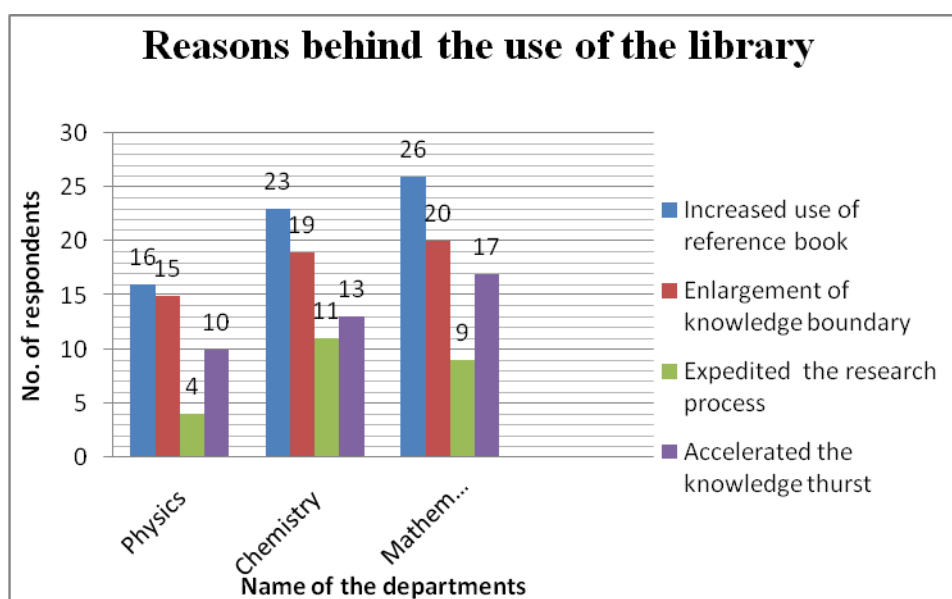

Chart III

Table 4: Opinion of the respondents whether internet can replace the library

Disciplines	Yes	No
Physics	19	21
Chemistry	17	28
Mathematics	30	32
Total	66 (44.90%)	81 (55.10%)

Table 4 shows that 66 respondents (44.90%) believed that internet is the replacement of library and 81 respondents (55.10%) did not believe in that.
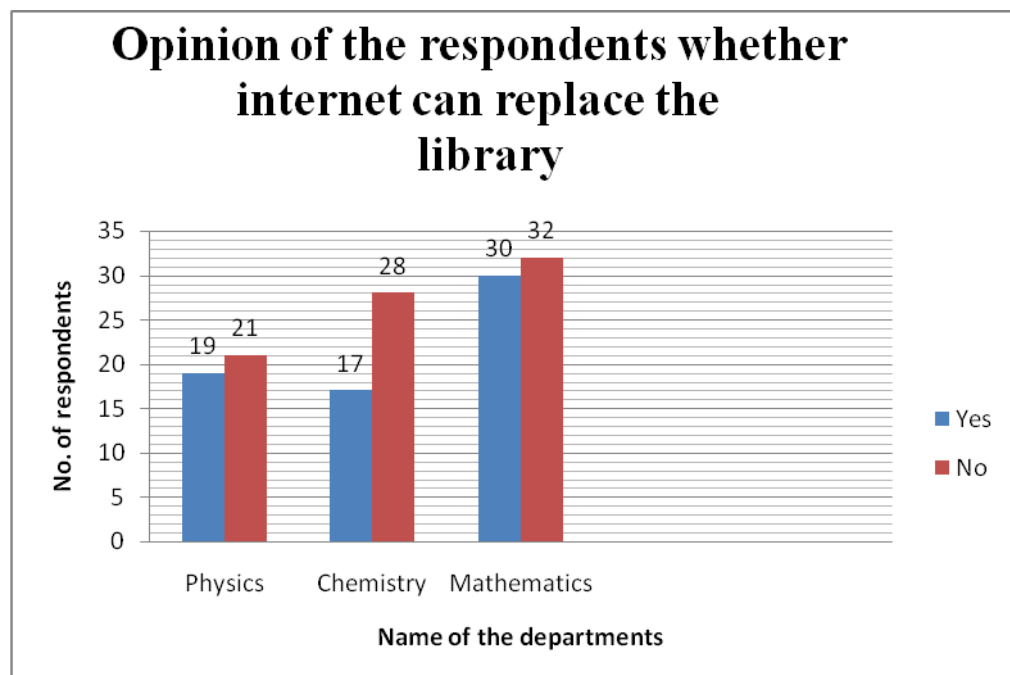

Chart IV

Table 5: Regular user of VUCL

Disciplines	Yes	No
Physics	23	17
Chemistry	26	19
Mathematics	40	22
Total	89 (60.54%)	58 (39.46%)

Table 5 shows that 89 respondents (60.54%) are the regular users of VUCL while 58 respondents (39.46%) are not.
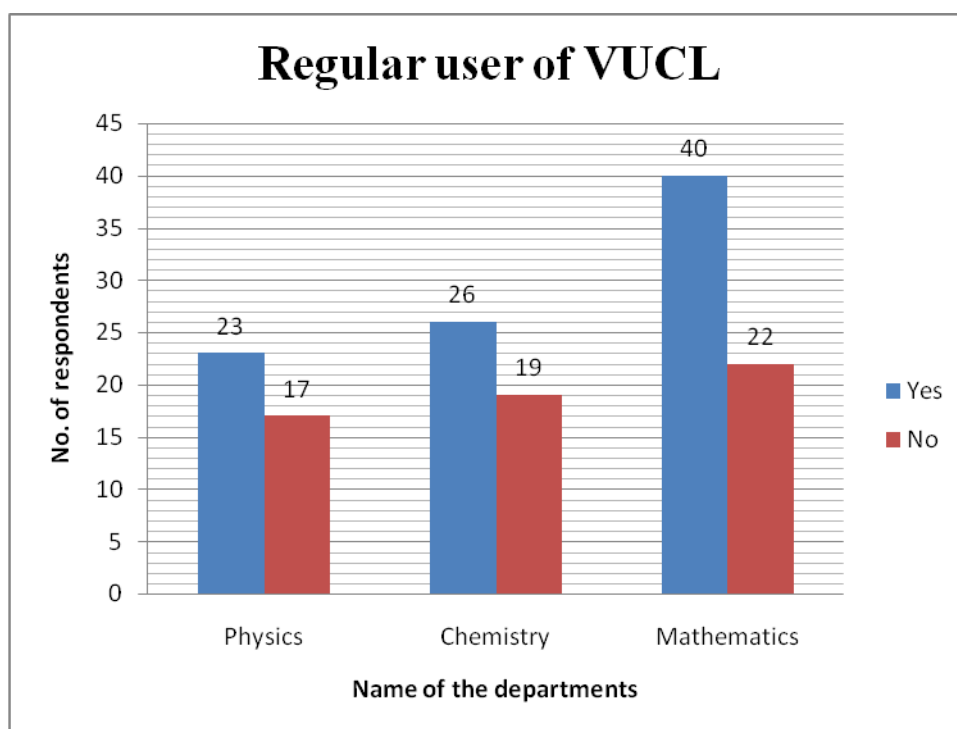
Chart V

Table 6: Amount of time spent of the respondents at VUCL in a week

Disciplines	Hour a week	2-4 hrs a week	5-6 hrs a week	Rarely
Physics	6	10	11	13
Chemistry	3	15	11	16
Mathematics	6	15	21	20
Total	15 (10.21%)	40 (27.21%)	43 (29.25%)	49 (33.33%)

Table 6 indicates the amount of time spent at VUCL in a week. It shows that 15 respondents (10.21%) spent a hour in a week, 40 respondents (27.21%) spent 2-4 hours in a week, 43 respondents (29.25%) spent 5-6 hrs in a week and 49 respondents (33.33%) spent very rare time at VUCL.
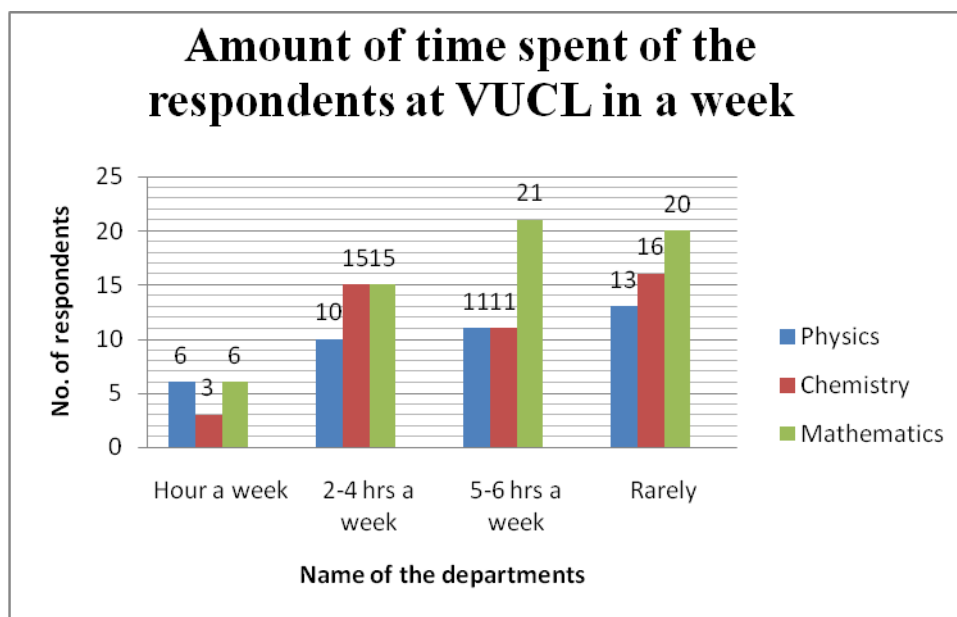
Chart VI

Table 7: Opinion of the respondents of VUCL regarding issue and

return process

Disciplines	Yes	No
Physics	33	7
Chemistry	27	18
Mathematics	42	20
Total	102 (69.39%)	45 (30.61%)

Table 7 shows that 102 respondents (69.39%) are satisfied in issue and return process of VUCL whereas 45 respondents (30.61%) are not satisfied in this service.
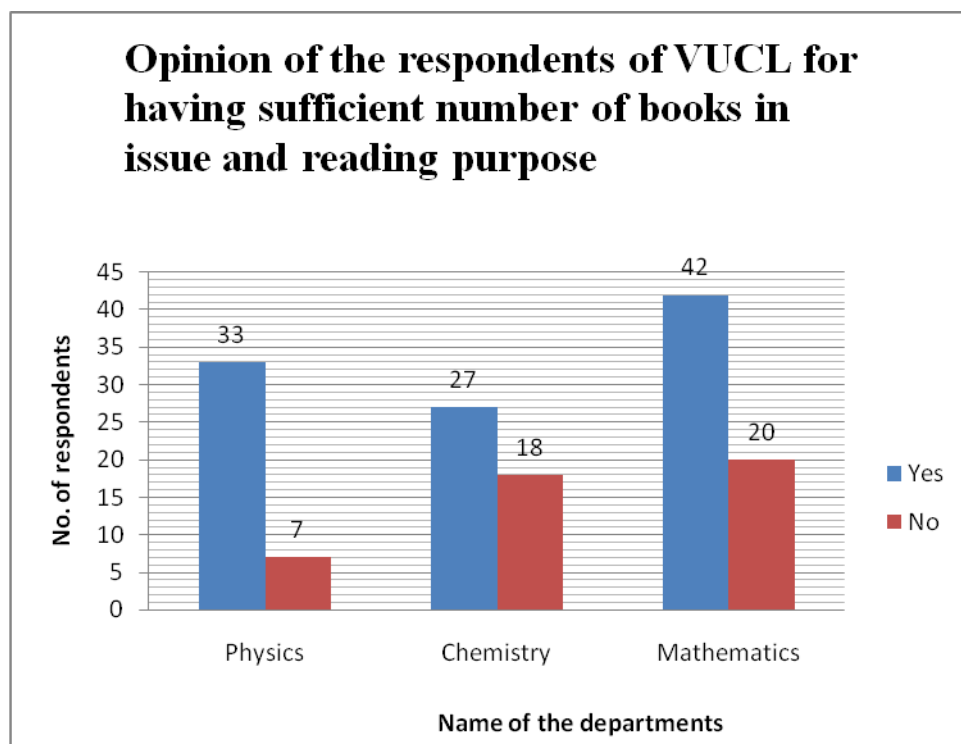
Chart VII

Table 8: Ability of sufficient current books in the VUCL as per users

   demand

Disciplines	Always	Rarely
Physics	21	19
Chemistry	20	25
Mathematics	33	29
Total	74 (50.34%)	73 (49.66%)

Table 8 indicates that 74 respondents (50.34%) think that they get sufficient current books as per their demand while 73 respondents (49.66%) did not agree in this opinion.
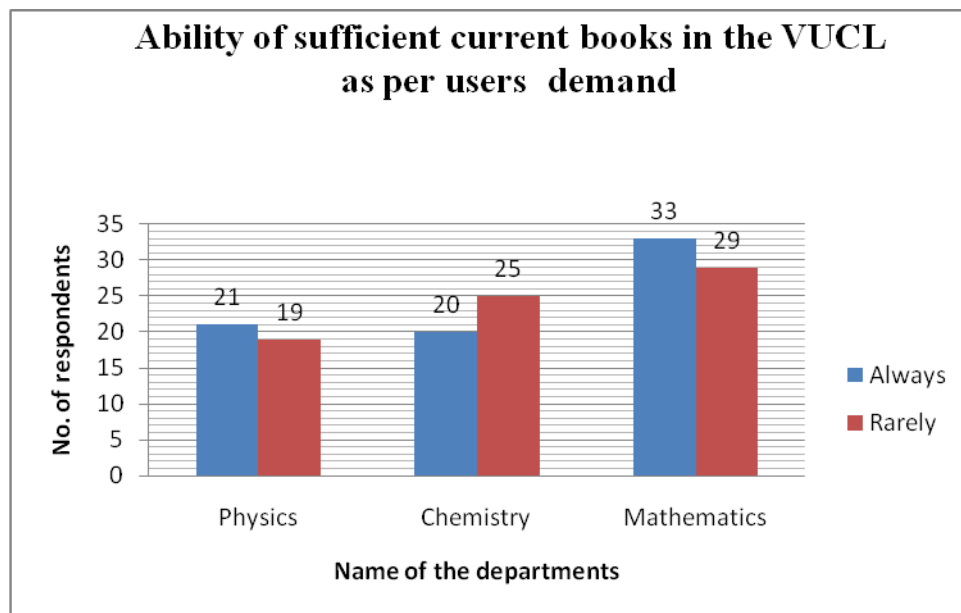
Chart VIII

Table 9: Reading room facilities provided by VUCL

Disciplines	Maintenance of silence	Good sitting arrangement	Sufficient reference books	Rare books reading allowed
Physics	6	10	11	13
Chemistry	3	15	11	16
Mathematics	6	15	21	20
Total	15 (10.21%)	40 (27.21%)	43 (29.25%)	49 (33.33%)

Table 9 shows that 15 respondents (10.21%) are satisfied in maintenance of silence, 40 respondents (27.21%) are satisfied in good sitting arrangement, 43 respondents (29.25%) are satisfied in getting sufficient reference books and 49 respondents (33.33%) agreed in availability of rare books for reading.
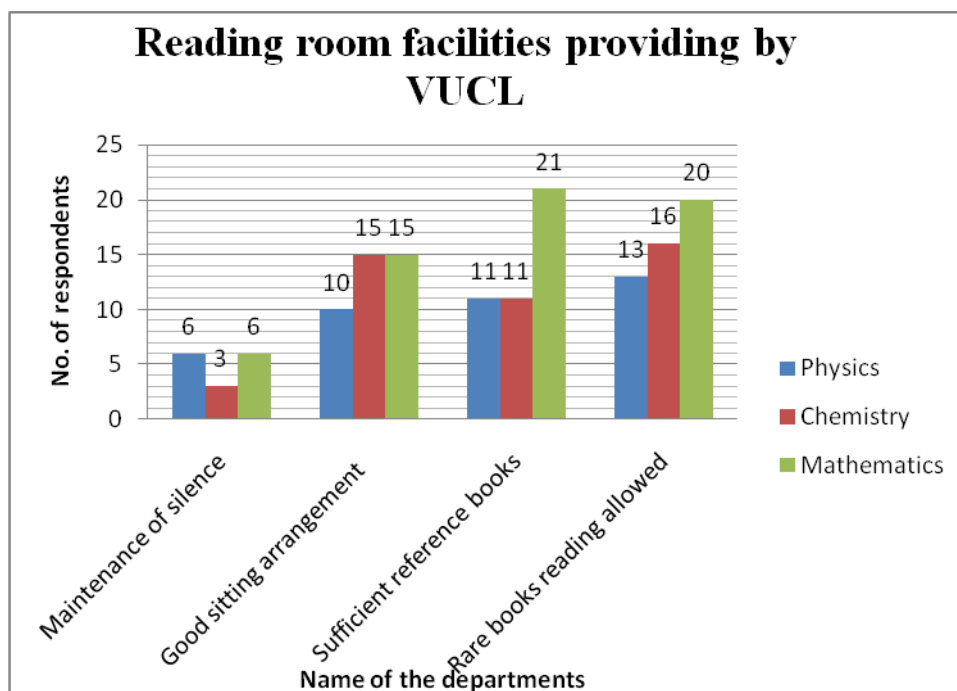
Chart IX

Table 10: Preferred searching procedure of the respondents for

getting useful books

Disciplines	Card catalogue	OPAC	Web OPAC	All
Physics	7	8	8	17
Chemistry	5	23	14	11
Mathematics	5	15	27	24
Total	17 (11.56%)	46 (31.29%)	49 (33.33%)	52 (35.37%)

Table 10 shows that 17 respondents (11.56%) preferred card catalogue, 46 respondents (31.29%) preferred OPAC, 49 respondents (33.33%) preferred web OPAC and 52 respondents (35.37%) preferred all.
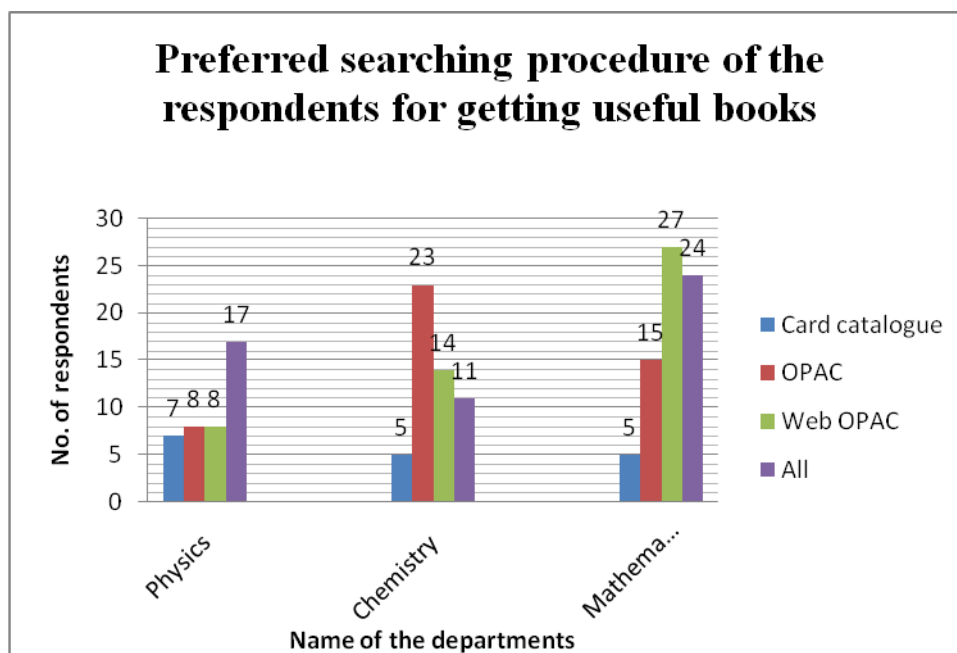
Chart X

Table 11: Problem encountered while using OPAC by the

respondents

Disciplines	Interrupted power supply	Limited no. of computer terminals	Frequency disconnection	Computer disorder
Physics	5	18	1	17
Chemistry	3	27	3	17
Mathematics	3	30	13	23
Total	11 (7.82%)	75 (51.02%)	17 (11.56%)	57 (38.77%)

Tale 11 shows that 11 respondents (7.28%) suffer in interrupted power supply, 75 respondents (51.02%) face problem by limited number of computer terminals, 17 respondents face problem by frequently disconnection and 57 (38.77%) face problem by computer disorder.
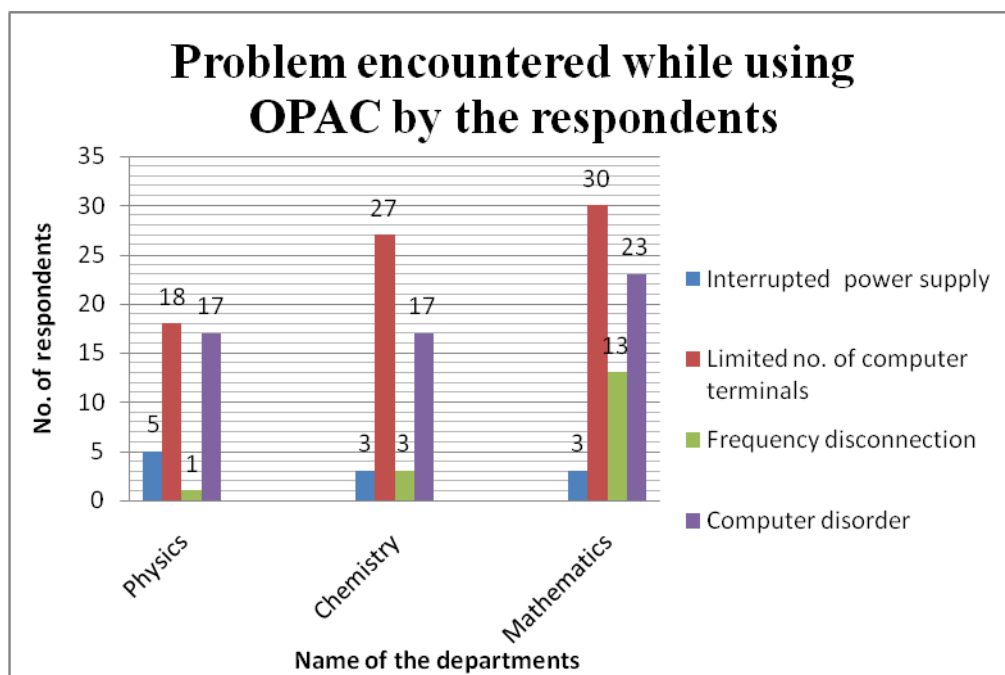
Chart XI

Table 12: Opinion of the respondents regarding availability of science magazines in regular basis

Disciplines	Yes	No
Physics	26	14
Chemistry	30	15
Mathematics	42	20
Total	98 (66.67%)	49 (33.33%)

Table 12 shows that 98 respondents (66.67%) accepted the availability of science magazines in regular basis whereas 49 respondents did not.
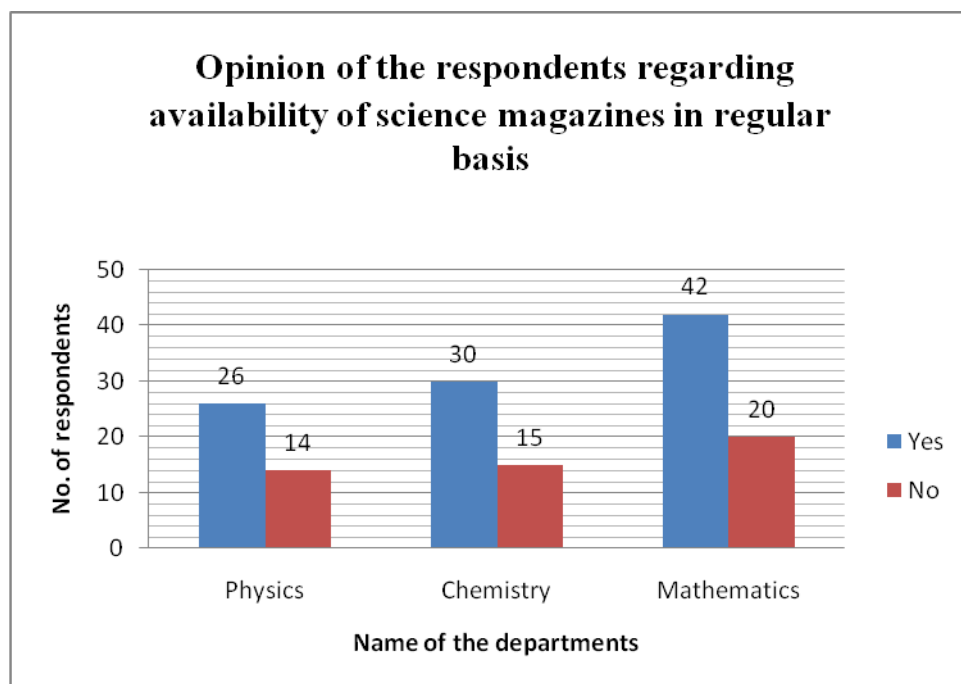
Chart XII

Table 13: Availability of rules for issuing magazines for home in

   VUCL

Disciplines	Yes	No
Physics	8	32
Chemistry	15	30
Mathematics	10	52
Total	33 (22.45%)	114 (77.55%)

Out of 147 respondents, 33 respondents (22.45%) said that magazines can be issued from VUCL while maximum users 114 (77.55%) said that magazines can not be issued for home.
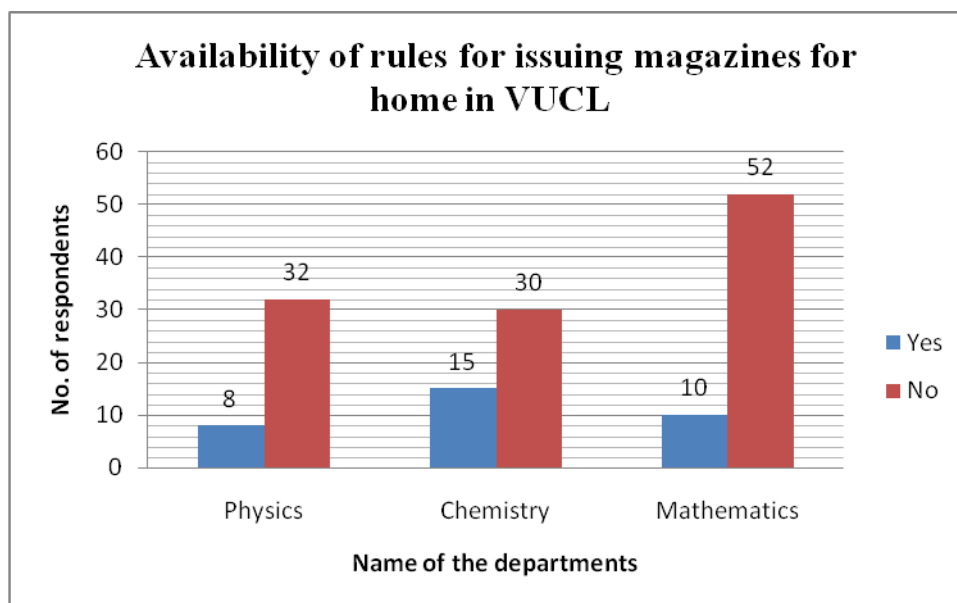
Chart XIII

Table 14: Opinion of the respondents regarding time consuming book issue procedure

Disciplines	Yes	No
Physics	23	17
Chemistry	14	31
Mathematics	20	42
Total	57 (38.78%)	90 (61.22%)

Table 14 shows that 57 respondents (38.78%) are not satisfied in book issue procedure whereas 90 respondents (61.22%) are satisfied in it.
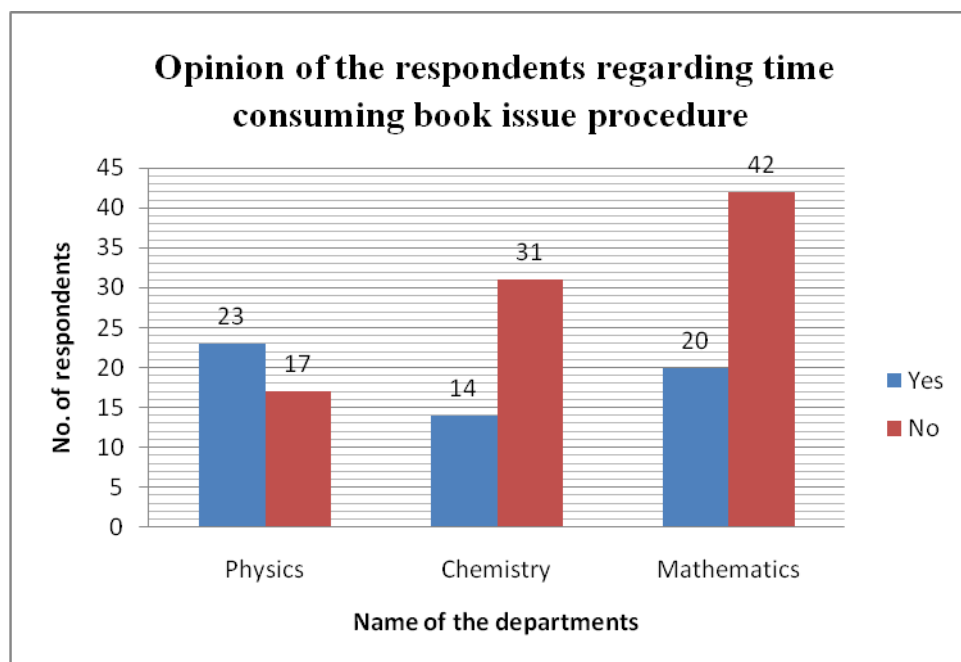
Chart XIV

Table 15: Opinion of the respondents regarding their satisfaction for having books for the issue purpose of the students

Disciplines	Yes	No
Physics	19	21
Chemistry	22	23
Mathematics	24	38
Total	65 (44.22%)	82 (55.78%)

Table 15 shows that 65 respondents (44.22%) are satisfied with the rule for the students to issue maximum 3 books at a time while 82 respondents (55.78%) are not.
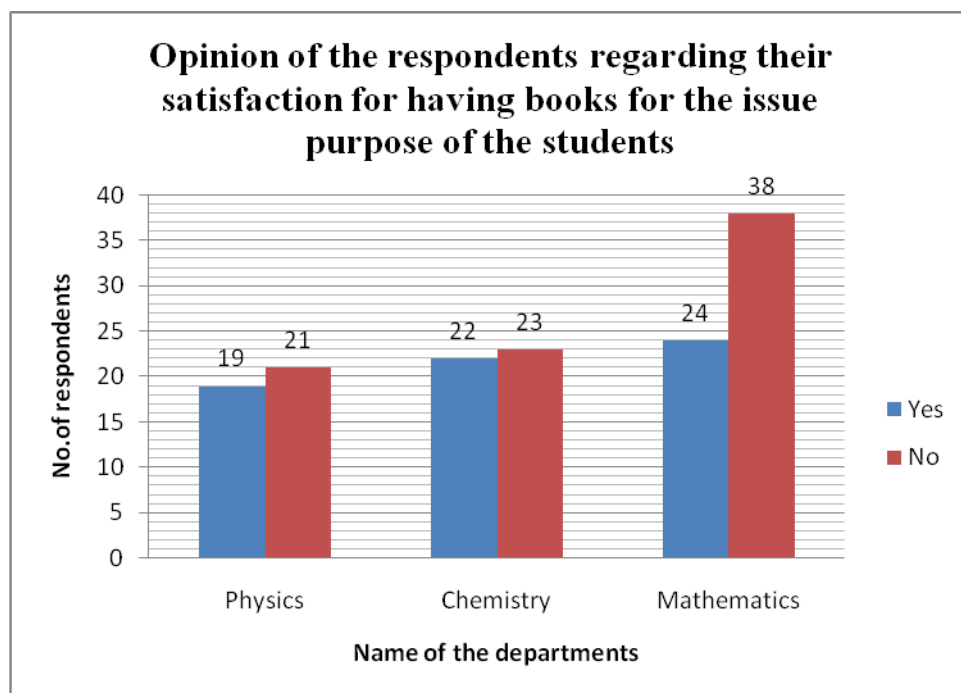
Opinion of the respondents regarding their satisfaction for having books for the issue purpose of the students

Chart XV

Table 16: Opinion of the respondents regarding the availability of

renewal procedure of VUCL

Disciplines	Yes	No
Physics	34	6
Chemistry	34	11
Mathematics	53	9
Total	121 (82.31%)	26 (17.69%)

Out of 147 users, 121 (82.31%) respondents know that user can reissue the book from VUCL whereas 26 (17.69%) respondents do not know the reissue system.
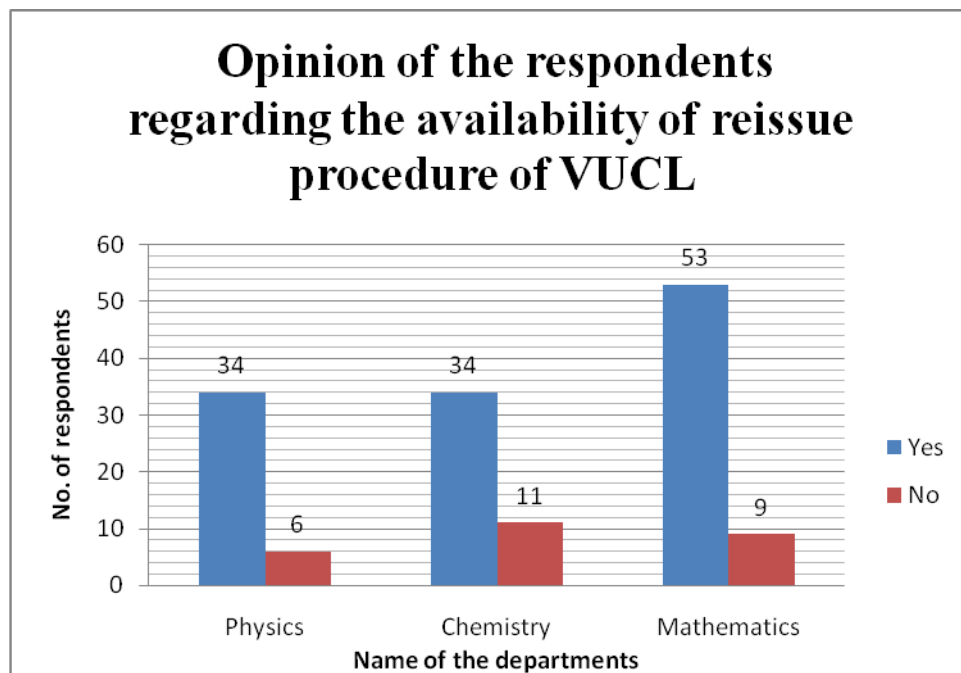
Chart **XVI**

Table 17: Awareness of the respondents for reservation techniques of VUCL

Disciplines	Yes	No
Physics	15	25
Chemistry	13	32
Mathematics	26	36
Total	54 (36.73%)	93 (63.27%)

Out of 147 users, only 54 (36.73%) respondents know that user can reserved their needed books from VUCL whereas 93 (63.27%) respondents do not know the reservation system of books.
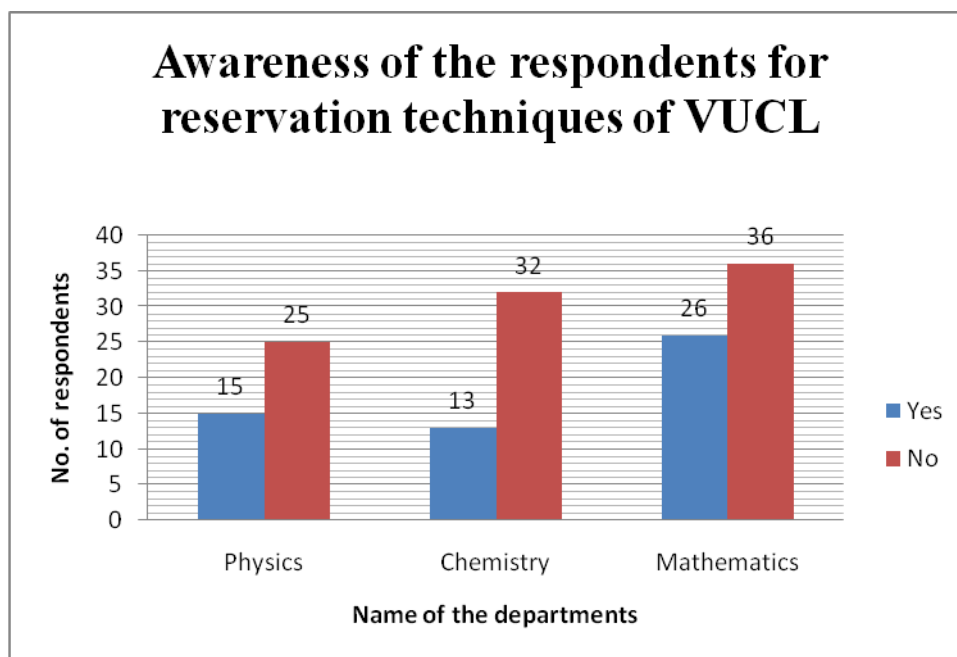
Chart XVII

Table 18: Satisfaction of the respondents regarding the internet

facility in the VUCL

Disciplines	Yes	No
Physics	29	11
Chemistry	25	20
Mathematics	40	22
Total	94 (63.95%)	53 (36.05%)

Table 18 shows that 94 respondents (63.95%) are satisfied with the internet facility provided by VUCL but 53 respondents (36.05%) are not satisfied in it.
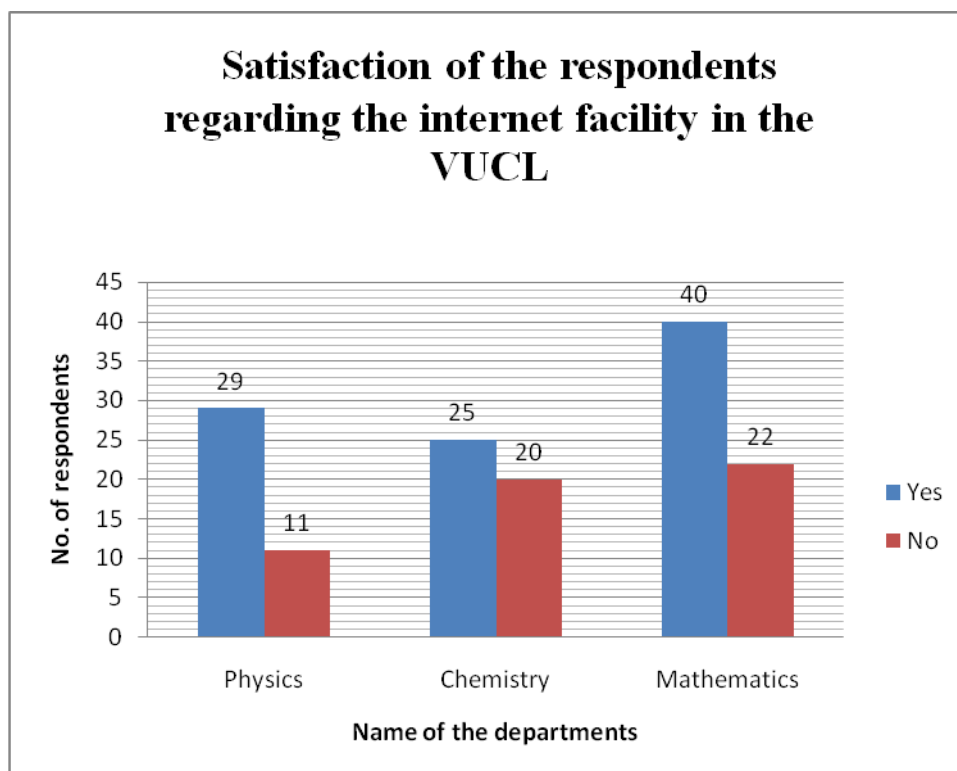
Chart XVIII

Table 19: Status of the printing facility available in the VUCL

Disciplines	Costly	Time lag	Very much useful	Not costly	Not useful
Physics	8	9	15	0	0
Chemistry	2	0	12	1	0
Mathematics	17	3	20	1	0
Total	27 (30.68%)	12 (13.64%)	47 (53.41%)	2 (2.27%)	0 (0.00%)

Out of 147 respondents, only 88 respondents are aware of the availability of printing facility in VUCL. Out of 88 respondents, 27 respondents (30.68%) think it as costly, 12 respondents (13.64%) think it as time lag, 47 respondents accepted it as very much useful and only 2 respondents (2.27%) think it as not costly but no one thinks it as not useful.
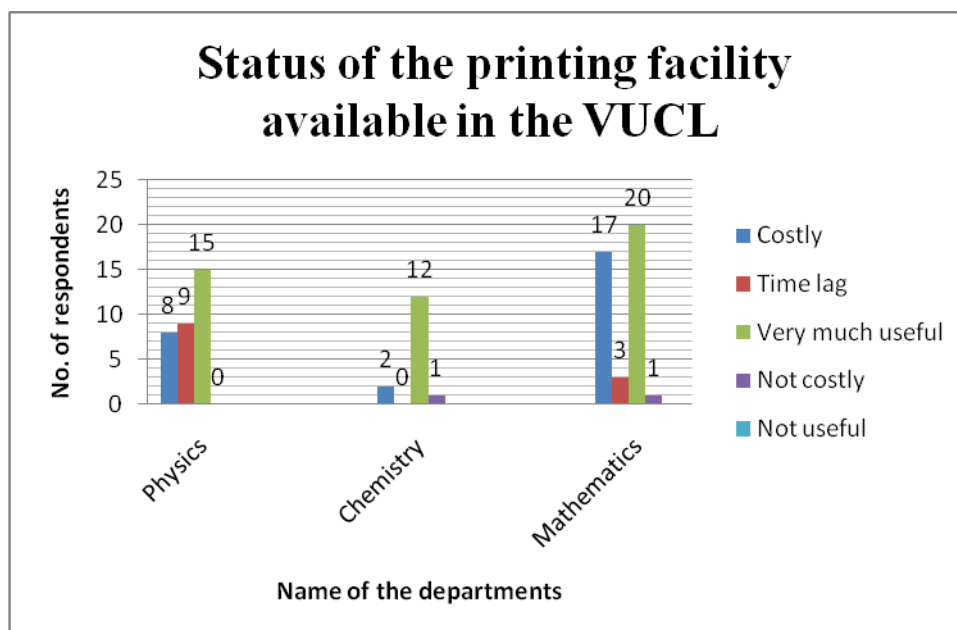
Chart XIX

Table 20: Opinion of the respondents about other facilities provided by VUCL

Disciplines	Lavatory System		Drinking water Facility		Reprography service	
	Satisfied	Not satisfied	Satisfied	Not satisfied	Satisfied	Not satisfied
Physics	20	20	29	11	7	33
Chemistry	26	19	34	11	9	36
Mathematics	31	31	36	26	19	43
Total	77 (52.38%)	70 (47.62%)	99 (67.35%)	48 (32.65%)	35 (23.81%)	112 (76.19%)

Table 20 shows that 77 (52.38%) respondents are satisfied in lavatory system, 99 (67.35%) respondents are satisfied in drinking water facility provided by VUCL and 35 (23.81%) respondents are satisfied in reprographic service provided by VUCL.
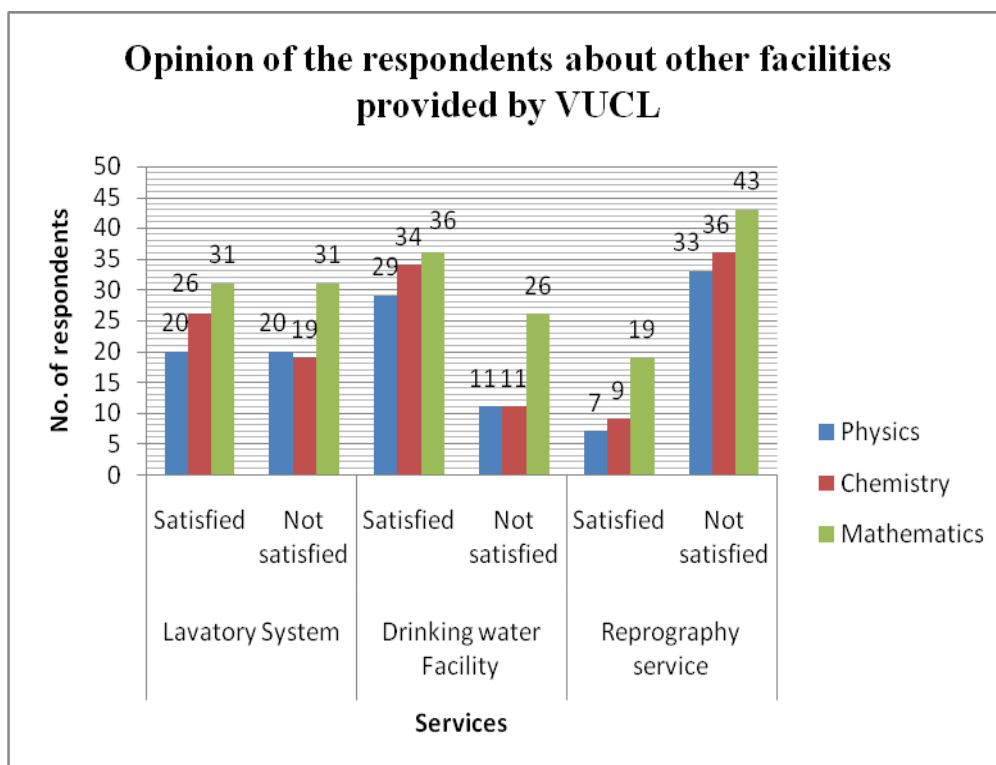
Chart XX

Table 21: Opinion of the respondents regarding the availability of various reprographic services provided by VUCL

Disciplines	Microfiche	Photocopy	Other
Physics	2	31	3
Chemistry	0	45	0
Mathematics	0	46	0
Total	2 (1.57%)	122 (96.06%)	3 (2.36%)

Out of 147 respondents, only 127 respondents have given response. Only 2 (1.57%) respondents said about microfiche service, 122 (96.06%) respondents said about photocopy service and 3 (2.36%) respondents said about other services which are available in VUCL.
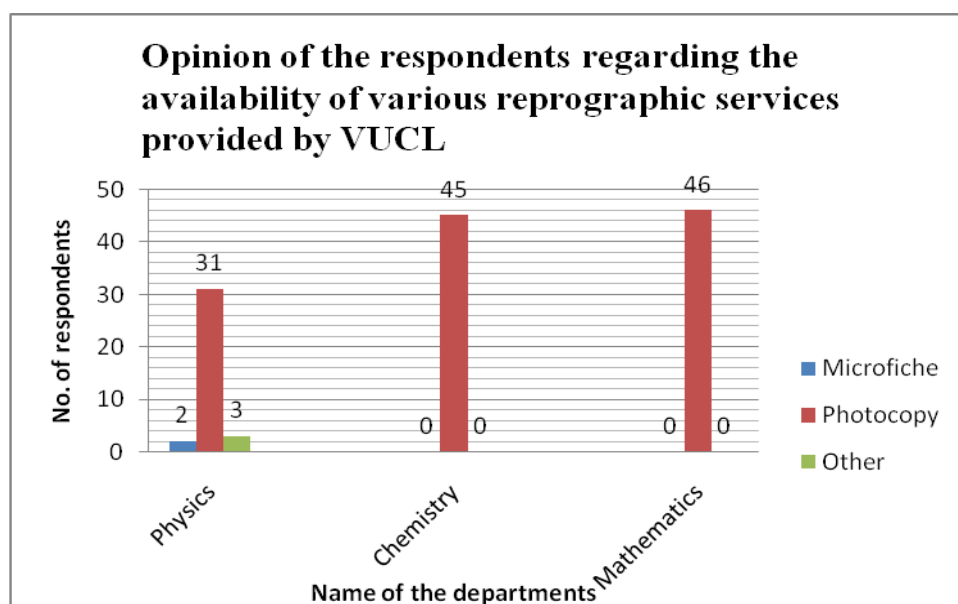
Chart XXI

Table 22: Conception among the users about the cost of photocopy provided by VUCL

Disciplines	Reasonable	Very high	Very less
Physics	23	3	5
Chemistry	35	7	3
Mathematics	34	10	2
Total	92 (75.41%)	20 (16.39%)	10 (8.20%)

Out of 122 respondents 92 (75.41%) respondents think the cost of photocopy service as reasonable, 20 (16.39%) respondents think it as high price but 10 (8.20%) think it as very less.
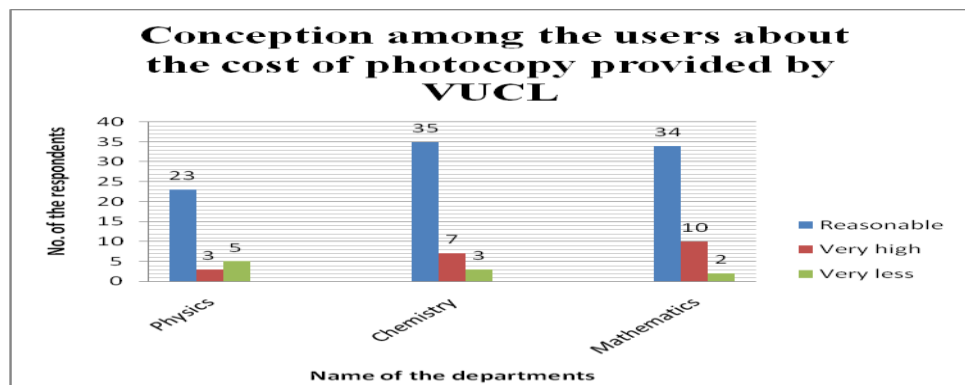
Chart XXII

Table 23: Opinion of the respondents regarding the availability of special services for physically disabled users

Disciplines	Yes	No
Physics	6	33
Chemistry	25	20
Mathematics	17	45
Total	48 (32.88%)	98 (67.12%)

O

Out of 147 respondents, 146 respondents have given their response. 48 (32.88%) respondents are acquainted about the special services for physically challenged users available in the VUCL whereas 98 (67.12%) users did not acquaint about this.
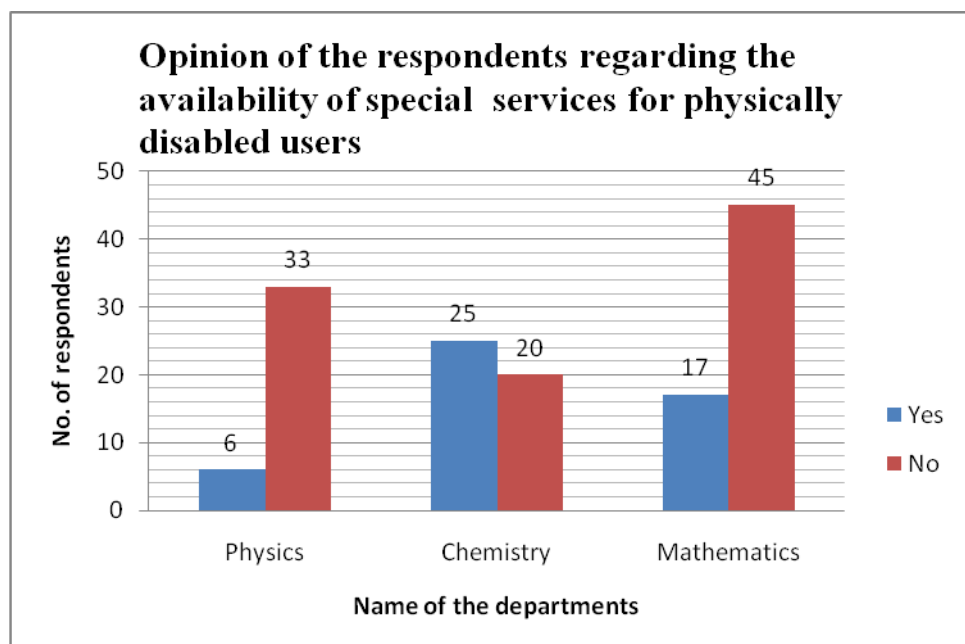

Chart XXIII

Table 24: Conception of the respondents about the security system of VUCL

Disciplines	In satisfactory level	Should be more strict	Should be more friendly	RFID should be implemented
Physics	15	13	11	1
Chemistry	29	11	4	13
Mathematics	38	19	12	5
Total	82 (55.78%)	43 (29.25%)	27 (18.37%)	19 (12.93%)

Table 24 shows that 82 (55.78%) respondents are satisfied in the security system. 43 (29.25%) respondents want for more strict security whereas 27 (18.37%) respondents want the security system to be more friendly and 19 (12.93%) respondents want RFID system.
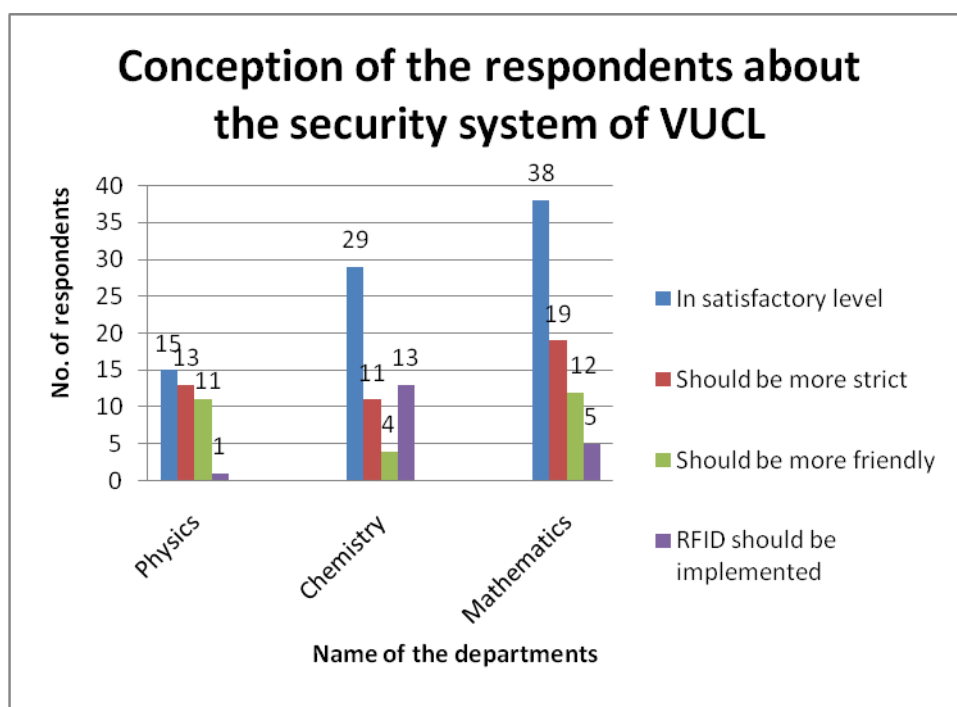

Chart XXIV

Table 25: Conception of the respondents about VUCL's staff

Disciplines	Well trained	Friendly behaviour	Should be more friendly	More staff needed
Physics	10	17	11	15
Chemistry	15	15	16	26
Mathematics	9	31	19	25
Total	24 (16.33%)	63 (42.86%)	46 (31.30%)	66 (44.90%)

Table 25 indicates the respondents' conception about VUCL's Staff. 24 (16.33%) respondents say that VUCL's staff are well trained and 63 (42.86%) respondents accepted their friendly behaviour whereas 46 (31.30%) respondents expect more friendly behaviour from them. 66 (44.90%) respondents opine that more staff is needed for the Central Library.
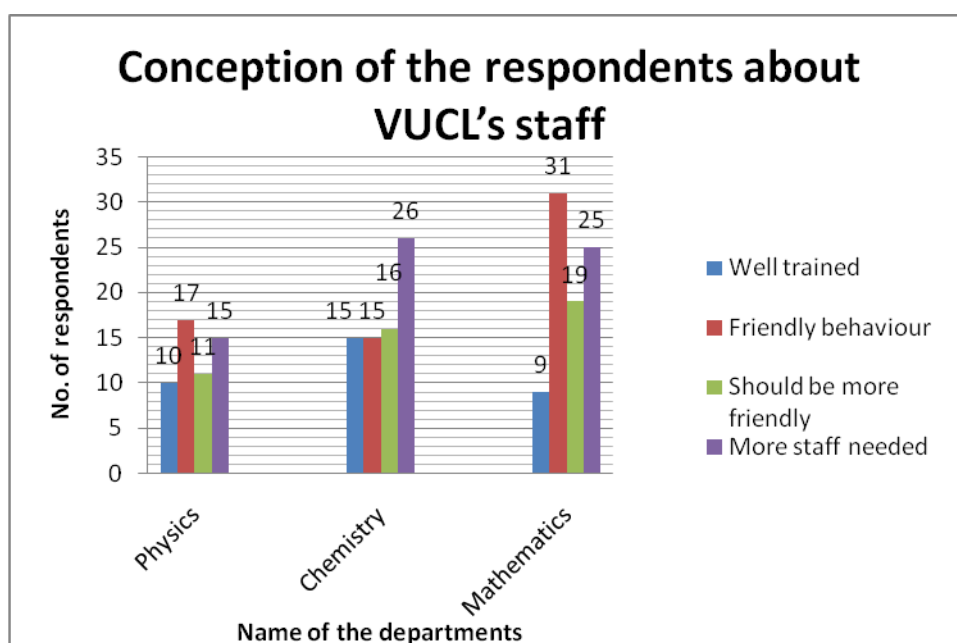

Chart XXV

6. Conclusion:

Library is an indispensible resource for the knowledgeable person. Without library, education is incomplete. For higher studies, no one can ignore library for consulting books and journals.

 In this study, it is cleared that many users of Central Library of the three disciplines (Physics, Chemistry and Mathematics) are not regular library users. They are not well known about their library services. So library staff should have to be more careful about their services which are available in Vidyasagar University Central Library. Central Library should have to be more careful about their

collection development. The physically handicapped users are not getting opportunity for using library resources and having services properly.

As the library is the central knowledge hub in the university, library staff should more careful about their users so that users can get maximum benefits from library for their study and research work.

7. Suggestions:

Based on the findings of the study and after analyzing the questionnaire of VUCL, the following suggestions are put forward to improve the use of the library among the students:

1. The collection of the new books should be increased so that users can get latest information from books. It will help in their study and research work.

2. More computers with the latest specifications and multimedia kit should be installed, so that users can use Internet and other useful services of the Internet.

3. Number of journals should be subscribed more. Regular subscription of needed journals can attract the university users to visit library regularly.

4. More number of terminals for OPAC should be kept. So more users can search OPAC simultaneously.

5. The problem of slow internet connectivity should be overcome by increasing the bandwidth.

6. The timings of the internet section should be increased so that users can make maximum use of the Internet facility.

7. Some more printers should be installed in the Internet section of VUCL, so that the respondents can get their needed downloaded documents more easily and quickly.

8. Some library orientation programme should be organized by VUCL for the users to make them more efficient in use of library resources and services.

9. All the academic news should be provided at the university website and it should be regularly updated.

10. Information about newly purchased books and journals should be displayed on the notice board.

11. More e- journals should be subscribed by the library.

12. One separate section for physically disabled users should be built immediately.

13. A powerful generator should be kept so that maximum power supply should be ensured to optimize the benefit of library services.

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