CHAPTER - 6

CONCLUSIONS AND SUGGESTIONS
Conclusions and Suggestions

The present research is a study of "Information needs and Seeking Behaviour of teachers of Allahabad University". The researcher on the basis of the analysis of data has arrived at some conclusions.

The Hypothesis in present study are being tested whether they stand accepted /proved or rejected/disapproved. The following are the hypothesis of the study –

The Hypotheses of the Study:

1. The information needs of Teachers are different. They get information from Text Books, Periodicals, and Thesis etc.
2. The reading habits of teachers are very high. They are very much aware of latest journals, pamphlets and bulletin in their related field.
3. Teachers of University of Allahabad have training in research methodology and know how to collect material.
4. Teachers devote a lot of time in searching information.
5. The university library provides photocopying and current general awareness services.
6. Audio-Visual Services are rarely provided by University library.
(7) Computerized services are provided by the University library in a small scale.

(8) Books are the most used documents by teachers, followed by reference and periodicals.

(9) Most of the teachers of the University in different fields use, their library of University only.

(10) Teachers attend conferences and Seminars for gathering information.

(11) Publishers inform them about the latest publications but they are very formal channel. They are not able to keep teachers upto date with advances in their field.

(12) Teachers get a very little time to consult public libraries; Information sources provided by the public libraries are inadequate and are not in conformity with the information needs of teachers.

**Hypothesis - 1:** It is evident from Table No. 11.18 that information need of teachers of Allahabad University is different. They get information from Text Books, Periodicals, and Thesis as a main source of information.

Table No. 4.11 indicates that 95.88% teachers use books, 91.76% use Periodicals, 90.58% use reference books as a source of Information. Most of the respondents use more than one source of information. The Hypothesis -1 stands accepted
or we can say the findings of present study prove this hypothesis.

Hypothesis - 2. It may be noted by some tables, that reading habits of teachers are very high. They are very much aware of latest journals, pamphlets, and bulletins in their related fields.

Teachers in different fields of University mainly Science Teachers visit the libraries of Engineering and Medical Colleges to search the required information. During the interview of senior teachers of different subjects like – Physics, Maths, Applied Sciences, Psychology etc. investigator found that they usually go to New Delhi for collecting their material. Thus, the second hypothesis of the present study is also supported by the findings.

Hypothesis - 3. A perusal of several tables, namely table no. 4.19 reveals that teachers of Allahabad University in different fields know how to collect material related to their problem and sources of information.

Table No. 4.18 indicates that 61.17% frequently use the proceedings of conferences/Seminars etc. They also consult their seniors, colleagues and library staff. The
hypothesis - 3 stands accepted or we can say the findings of present study prove this hypothesis.

**Hypothesis - 4**  It may be noted by table No. 4.14 and 4.17 that teachers of Allahabad University in the field of Arts, Science, Commerce, and Education etc. visit the library to search the required information. Table No. 4.14 highlights that some teachers visit library daily or more than once a week. Further in addition to search the required information in their university library, they also visit other libraries for using periodicals.

It also indicates, that computerized services are being used by a very small number of teachers. This also shows, that they have to search their information manually and as such spend more time for searching information, thus the hypothesis - 4 of the present study is also supported by the findings.

**Hypothesis – 5**: Table no. 4.20 indicates, that circulation and reference services are the most useful services 104(61.17%), respondents use reference services and 91(53.53%) respondents use circulation services and found these services to be very useful than indexing services and abstracting services provided by the
University library. Thus hypothesis - 5 is also supported by the results of the present study.

**Hypothesis - 6:** Tables and interview of teachers of different subjects of Allahabad University indicate that audio-visual service is provided by only Engineering College library and some departments of University only like-Psychology, Geography and Education departments. This service is open only for specific users. A very few 6.47% respondents use audio-visual materials and most of the respondents never use the audio-visual material. Thus hypothesis No. - 6 is accepted.

**Hypothesis - 7:** It is evident from table No. 4.18 and 4.19 that very few respondents use computerized service. It is also clear that none of the teacher is getting issue / return of books, by computer. The perusal of tables reveals that computerised services are less provided by the University library. The data collected from the University library also indicates, that they are in process of computerization of their library. INTERNET services and E-mail services are being provided by Engineering College library and Medical College library. Thus hypothesis - 7 is supported by the results of the present study.
**Hypothesis - 8:** Table No 4.16, 4.18 and 4.20 indicate that majority of 163(95.88%) respondents use books as a source of information. 156(91.76%) mentioned periodicals and 154(90.58%) mentioned reference books as their first priority to use of periodicals and reference books respectively. They also make reservation for new books (Table No. 4.21). They use books and periodicals for updating the knowledge, Research Work, Teaching work, General awareness and for some other purposes (Table No. 4.22). In this way Hypothesis - 8 is fully accepted by the findings of the present study.

**Hypothesis - 9:** Table No. 4.36 indicates, that the teachers of Allahabad University use other libraries also. Even through interviews, it is observed that the teacher of different subjects like English, Economics, Geography, Psychology Specially Science teachers of Physics Math's, Chemistry, Zoology, Botany also use other libraries. They also collect information from the libraries in New Delhi, Lucknow, Agra, BHU and ITI-Kanpur. Therefore this hypothesis is rejected. In other words, the findings of the present study disapprove Hypothesis - 9.

**Hypothesis - 10:** It is evident from table no. 4.23 and 4.24, that the teachers of Allahabad University attend Conferences,
Seminars, Workshops & Lectures on their subjects for gathering information. They are very much aware of such activities. Table No. 4.23 shows that 25(14.70%) respondents attend seminars conferences very frequently, 52(30.58%) attend frequently, 68(40%) respondents attend some times, 19(11.17%) respondents attend rarely and only 6 (3.53%) never attend.

Table No. 4.24 shows that 156(91.76%) Teachers of Allahabad University of different fields send research papers in Seminars, while only 14(8.24%) do not send research papers. They also go abroad to attend conferences and Seminars and gather information on their subjects. In this way hypothesis - 10 is fully supported by the result of the present study.

**Hypothesis - 11**: It is evident from the tables 4.25 and 4.30 that the teachers visit library frequently to gain knowledge about a new publication acquired by the library. Publishers inform them about the latest publication but they are very formal channel. They are not able to keep teachers up to date with advances in their field.

Table No. 4.30 show that 30(17.65%) respondents gain knowledge about a new publication through display in library, 21(12.35%) through list of editions, 40(23.53%) through library catalogue, 65(38.24%) through students, researches, others teachers and 14(8.23%) gain information through librarians and
other library staff. Hence hypothesis - 11 stands proved. In other words the present study justifies the hypothesis formulated by the investigator.

**Hypothesis - 12**: It is evident from the table no. 4.14, 4.15, 4.29 and 4.32 that the teachers of Allahabad University get a very little time to consult the public libraries. Information sources provided by the public libraries are inadequate are not in conformity with the information needs of teachers. Therefore, they visit the University library daily, once a week, more than once a week or when there is a need. Table No. 4.17 shows that 47(27.65%) respondents spent 31-60 minutes in University library and 85(30%) respondents spent more than an hour in University library for gathering information.

Table No. 4.30 shows that 33 (19.42%) respondents mention that 90% of library collection is used, 44(25.88%) mentioned that 75% collection is used, 58(34.12%) mentioned that upto 50% library collection is used. Thus the Hypothesis - 12 is proved by the finding of the present study.

**Summary of Findings –**

**General Information about Library –**
1. The establishment year of the Allahabad University library is 1887.

2. Working hours of the library is 8 AM to 8 PM.

3. The total annual budget of library is Rs. 27 Lacs.

4. Library building is sufficient as per the requirements but library furniture is not sufficient as per the requirements.

5. Total Number of Users is about 26394. Among these 392 teachers, 1362 Researchers, 19100 students and approximately 5540 Administrative staff, Technical Staff & Others.

6. Present Collection of Allahabad University library is 582830 out of these 549346 are books, 33000 bound periodicals 484 manuscripts, 102 current periodicals and 50 CD computer readable materials.

7. University library has partly open access system. Only teachers and researchers are allowed in to Stock Area. Students are mainly concerned with Textbooks; they are kept in circulation section of library.

8. Services, which are being provided to the users by the Allahabad University library, are circulation services, reference services, photocopy services and current awareness services.

9. University library is in the process of computerization of the different library services.
10. For communication of information to users, face to face and telephones are the means of communication mainly used.

11. DDC is the scheme of library classification, used by Allahabad University library.

12. Library Catalogue code which is followed for cataloguing is AACR - 2.

13. Allahabad University library also provide inter library loan facility of journals to the users.

14. The average number of daily visitors is 750.

15. They arrange books exhibitions in the library.

Library Personnel

16. The present librarian Dr. A. P. Gakhar is fully qualified as per U.G.C. norms. He is P.G., M.LibSc, and Ph.D. in library & Information Science.

17. The total strength of staff of Allahabad University library is, Professionals -07, Semi-Professionals-23, Non-professionals-35, but the staff is not sufficient as per the requirements.

18. Due to inadequate qualified staff according to the number of users (26394), the librarian has to face various problems, as they are not acquainted with the latest development in the
field of Library Science. Library work suffers and they are unable to cater the need of services as desired.

**Sections –**

19. Allahabad University library has all important sections as acquisition section, technical section, circulation section, reference section, and periodical section.

20. There is also a computer section, but University library is in the process of computerization of services.

21. Photocopy facility is also provided by University library.

**Acquisition Section –**

22. In the University library, the number of books accessioned is between 300-400 per week, which can be said satisfactory.

23. But sometime the accession of books per week is not satisfactory for various reasons like absence of staff, undeclared holidays and assigning other works to the library staff.
24. In University library 20 days or one month is taken in processing a book to reach on the shelf, after receiving it from the booksellers.

**Book – Section**

25. The books to be added in the library are selected by Heads of the Departments. Sometime Heads of the Departments and teachers both select the books. The University library committee and librarian also select books for the library.

26. Books are acquired for library direct from Publishers or through booksellers. Some time library invites quotations and is approved by the Kulpati on the recommendation of the library committee.

27. Journals are acquired for the library direct from publishers or through agents.

28. The University library face problems in procurement of the books for lack of funds, secondly, due to the non-fulfillment of the procedure of the University such as the demand of the reader to be recommended by the Head of the Department of concerned subject. Thirdly Heads of the Departments are not and cannot be the specialists of all
branches of the subject. Fourthly, the books needed or
demanded are not readily available with the booksellers.

Classification and Cataloging –

29. Library of Allahabad University follow the DDC Scheme of
classification.

30. But the University library is not satisfied with the number of
books classified in a week. The reasons for their
dissatisfaction are lack of staff, lack of experience of
classifier, other works assigned to the classifier.

31. University library has adopted AACR-2 code for cataloguing
the books.

32. Library prepare author and title entry only. In a very few
subjects library also prepare subject entry along with author
and title entry of the catalogue.

33. Library is not satisfied with the number of books catalogued
in a week for the reasons the lack of staff, staff is engaged
in other work, lack of efficiency of staff, lack of catalogue
cards and others.

Periodical Section
34. Library of Allahabad University subscribes, Indian Periodicals from sponsoring bodies and Foreign Periodicals are subscribed through subscription agencies.

35. But the library feel problems in subscribing Foreign Periodicals through agencies due to following reasons- (a) take time in delivery (b) advance payment to be made through agencies (c) issues are misplaced in transit and (d) conversation of Foreign exchange.

36. Library use latest system for maintaining record of Periodicals i.e. cardex-system.

37. Library face problems in maintaining the periodicals, because pages are damaged due to over use or misuse of the readers, irregular arrivals of certain issues and issues being misplaced.

38. Library also feel problems to purchase Periodicals due to lack of fund, increase in prices of Periodicals, volumes are not received with in time and non-availability of back volumes.

Reference Section -

39. University library has a big & separate reference section.

40. Reference Section of Allahabad University library is very rich, complete series of Encyclopedia Britannica and other
Reference Tools like subject dictionaries, year books etc. also available in the University library collection.

41. University library render both long and ready range reference service.

42. University library feels many problems in reference section, because of lack of staff in library, lack of some reference tools, users want immediate reference and lastly non-trained staff.

Documentation Section –

43. University library provides photocopy facility in the library.

44. But library does not provide microfilming facility.

45. Allahabad University library does not provide translation services, indexing, abstracting services, current awareness services and selective dissemination service to the readers. Readers feel problems in their research works in lack of these facilities in the University library.

46. The University library feels problems to provide these documentation services due to lack of fund, lack of trained staff, lack of space and other reasons.

Circulation Section –
47. University library has a big circulation section, University library using the Browne system of Charging and discharging of books.

48. But now a days circulation services is stopped. Books are not issued for home, because of computerization of different library services. Books are provided only for consultation about 500 books provided daily for consultation of students and research scholars.

49. In the University library loan facility is provided to teachers and research scholars for about a month, limiting the number of books to teachers and research scholars 20 and 10 respectively. For post graduates and others, the facility is for 15 days upto 4 books and for under graduate 7 days upto 2 books.

50. Teachers keep books for a long time. It is the greatest problem faced by University library, second problem is that the books are not returned in due time by the students who leave their studies in mid session or before examination, lack of staff in ratio of readers is also one of the problem.

**Stock Verification –**
51. Library of Allahabad University does stock verification at regular intervals. University library is doing stock verification once in a year.

52. If the stock verification is not done at regular frequency missing books are not traced. Damaged books are not traced, the arrangement of the books is disturb by the readers and it becomes difficult to trace the books, whereas the regular stock verification of the books helps in overcoming the aforesaid problems.

**Building** –

53. Library of Allahabad University has a giant, separate and spacious building. Library building is sufficient as per the requirement.

54. Library has a separate and big stock room for collecting the reading material, a big reading room for study, a separate room for Periodical section, separate reading room for research scholars, separate room for teachers. Separate computer section and also a separate reference room in the library. But the library furniture is not sufficient as per the requirement.
Library Visit –

55. Majority of University teachers visit their University library when needed or daily.

56. Non Ph. D. teachers visit the library more frequently than Ph.D. teachers.

57. University teachers of the age group below 35 and between 36-45 visit the library daily than other age groups.

Cause of not Using Library Frequently –

58. Majority of teachers in the case of not using the library i.e. 83 (43.83%), is due to the non-availability of reading materials of their interest.

59. Other reasons are long distance from residence, long distance from place of work, shortage of time, unhelpful attitude of library staff and any other.

General Visiting Hours -

60. Majority of University teachers i.e. 70 (41.17%) generally visit the library in between 2-4 PM or any time when they are free.
**Time Spent in Library –**

61. Most of the University teachers i.e. 47(27.65%) spend 30-60 minutes and 85(50%) spend more than one hour time in the library.

**Purpose of Visits –**

62. The purpose of visit of the majority of teachers to the library is to get books issued and to use periodicals.

63. Books are the most important sources of information followed by Reference Books and Periodicals.

**Source of Information –**

64. Arts teachers-like Hindi, English, Sanskrit, History, Pol. Science have made more use of books than other disciplines.

65. Science teachers have made more use of periodicals as compared to teachers belonging to other disciplines.

66. Law, Commerce and Science teachers have made more use of newspaper files as compared to teachers belonging to other disciplines.
67. Commerce, Science teacher and Research Scholars have made more use of Doctoral dissertations than other disciplines.

68. Majority of University teachers have made more use of Reference Books as compared to other sources of information.

69. Arts teachers as Geography, Economics and Education have made more use of maps as compared to teachers belonging to other disciplines.

70. Engineering, Commerce and Science teachers have made more use of statistical tables as compared to other University teacher.

71. Science, Law and Agriculture teachers have made more use of survey Articles and official documents as compared to teachers belonging to other subjects.

72. Majority of University teachers attend Conferences/Seminars/Lectures/Work Shops etc.

73. Majority of teachers told that their rank of 1st priority to access journals from the library of Allahabad University.

74. The main purpose of using Journal is updating knowledge and Research work.

Training Programme -
75. Majority of teachers were of the opinion, that library should provide Training Programmes to some extent.

76. It should be noted that if users do not acquire proper information seeking skills they might not get their relevant information. Teachers, who lack the skills to identify and locate information, may not know how to locate and obtain good quality resources for teaching and then the quality of instruction for students would be adversely affected. The teachers may be seeking for the minimum or whatsoever is most easily or quickly available.

**Suggestions from the University Librarian and Investigator**

The Study investigated the "Information needs and information seeking behaviour of teachers of Allahabad University". Teachers doing research, visit library more frequently than others. Majority of teachers who are not using library is due to the inadequate collection.

To overcome the problems faced by users of University library following suggestion may prove fruitful-
Suggestions of Librarian —

The librarian of Allahabad University library made the following suggestions —

(1) The staffing should be at par with the recommendation of the University Grants Commission.

(2) Open Access system be adopted for all the users.

(3) In selection of books the opinion of the librarian be given due importance.

(4) Discount approved by Good Office Committee (GOC) should be followed.

(5) Up to date reference sources should be made available in the library.

(6) Vacant posts should be filled up at the earliest.

(7) The library should be fully computerized.

(8) IT based services such, as E-mail, Video-conferencing, teletext etc. have to be introduced in the library.

(9) Proper refresher and orientation sources be arranged for the library staff.

(10) The University should be provided temporary additional staff for stock verification.

(11) The State Government as well as University Grants Commission should increase the grant for the purchase of books, Periodicals and other reading materials.
(12) Librarian should be treated at par with the teaching staff and he should be provided all facilities, which are provided to the teachers.

(13) Librarian should be nominated member of all academic bodies of the Universities.

(14) The librarians should not be held responsible for loss of books, instead the reasons of loss should be duly examined and then action be taken accordingly.

(15) There is need for library to take appropriate measures for enhancing the knowledge (latest technology) of their professionals, which may result in better services and understanding information problem and needs.

**Suggestions by the Investigator**

During the present study investigator feels the following suggestions useful to make the better and effective use of University library and to solve the various user's problems –

(1) The library should expand the availability of relevant material and seek the opinion of users (teachers) in the selection of library material.

(2) The involvement of users in the selection process is expected to help in developing library collections, which are more relevant to their information needs.
(3) Having a large collection of resources would not necessarily solve these problems. The resources should be systematically catalogued and regularly shelved to facilitate accessibility.

(4) University library has close access system for students but the University library must have open access system for all i.e. teachers, research scholars, other members and students.

(5) The in charge of each section should be equipped well with the academic and practical knowledge of the section, for this it is suggested that the section in charge should not be below the rank of Assistant Librarian.

(6) It is suggested that the University librarian be treated as an academic counterpart of the University faculty and must be represented in all academic meeting of the University especially those related to existing research projects and the future proposals and programmes for University teaching.

(7) Senior library staff should be treated at par with academic staff for training and for research facilities, study leave exchange programmes should be made available to senior library staff.
(8) Library of Allahabad University is providing only general type of services i.e. circulation and reference. To make information more accessible to teachers' information services such as CAS, SDI, Indexing, Abstracting & Translation should also be provided to them.

(9) As respondents devote a lot of time in searching information they should be exposed to the usefulness and effectiveness of it, sources in getting the current and up-to-date information. Furthermore, user education programmes may also be beneficial in this regard.

(10) The provisions should be made in library to reach the book to the shelf, received from the subscriber or the bookseller within a fortnight, after completion of all the formalities.

(11) The departments should have a book selection committee who should recommend books for purchase to the University library. As Head of the Department may be the specialist in his field, but not specialist of all the branches of the concerned department. Therefore the teachers of the department should also be associated with the department in selection of books. In selection of books the demands of the users be given due importance, may be through the department or direct to the librarian.
(12) The role of Library Committee should be that of an advisory, supporting and endorsing, rather than an executive.

(13) E-mail can also be used for answering day-to-day inquiries from users whom may not enough time to visit the library personally. It may help save their time and efforts in getting the needed information for effectively supporting their teaching and research activity.

(14) Internet based services and applications are only used by a limited number of respondents. This is a matter of concern, as presently, electronic information sources and the Inter Net are considered extremely important tools for effective teaching and research.

(15) Efforts to improve sources of income of library be encouraged. The grant from U.G.C. should be increased specially for periodicals.

(16) The Foreign journals are very costly. Most of the foreign journals recommended by Heads of the Department are not subscribed due to lack of fund; similarly back volumes are more costly. Therefore, the grant of periodical, books and equipment should be increased.

(17) The library in general periodical section in particular must have efficient and well-qualified staff with aptitude and motivation to deal with various problems of the periodicals
and to serve various kinds of users. These personnel should undergo periodical training/orientation courses in other advanced library centers of the country like INSDOC, DRTC, BARC, IARI and IIT'S to their job.

(18) It is suggested to convince users about their “right for information” and imparting training in the methodology of developing strategy for information access.

(19) The librarian needs to accept and adopt the total quality management approach to the provision for information services and techniques.

(20) The library may encourage and support local conferences, seminars and workshops.

(21) Library should include non-book and fugitive material in their collection.

(22) Alerting and referral services should also be given to the users.

(23) Advisory services should also be given to the users.

(24) It is recommended that librarian should take necessary steps in converting non-users to regular users of the library by giving them additional services and facilities.

(25) Stock Verification is essential. It should be done every year by separate staff engaged by the library authority, whose duty is to verify and rectify loss of books.
(26) The University Grants Commission norms to write off books in issues be insisted upon, so far as text books is concerned, there must be a procedure for withdrawal of old editions as the new edition are purchased.

(27) There should be a time limit for teachers to return books, borrowed from the librarians. It should be ensured that the book issued is received back in time.

(28) To improve the income of library over due charges and library fee must be increased. Opening of library depot and Committee to collect the donations are appreciated to increase the income of library.

(29) Since the number of posts in the reference section are few. The rotation system be introduced in this section, as it is being followed in the case of headship in many University departments. Thus each professional who is perfect to work in the reference section will get a chance.

(30) Publicity is very important factor for University library. Publicity makes the readers acquainted with the reading material. Other strategies like exhibition, display, meets, completion may prove useful for developing library sense in the readers.

(31) Prevention of misplacement, mutilation, theft some more devices like closed circuit television, signaling devices, intrusion alarms on the doors, electronic intrusion
system, smoke detectors and plain cloth guards with automatic communication link with police have also proved helpful in this direction.

(32) The librarian should draw a suitable user education programme. It will help the students in their pursuit of lifelong education. Newly admitted students should be considered first. At least three or four library hours should be assigned for all first year students.

(33) The librarian should give a lecture on library in all classes and separate timing should be followed for library visit. A library manual should be prepared and circulated among the students. Lecturing followed by library tour is found most suitable for University students. The lecture should cover all important aspects that are necessary for the use of library collections and services.

(34) Library rules should be made simple and easy to follow. Strict rules are to be relaxed to avoid unnecessary problems to students. Genuine cases of lose or damage of books should be treated favorably and sympathetically.

(35) There should be proper Co-ordination between the University librarian and the University authorities.

(36) It is suggested that librarian should take necessary step in changing the traditional image of library as book
issuing place to pro-effective information centers to modern era.

(37) Considering libraries as one of the first steps in any information technology actively, need to review the objectives of their services to ensure that they promptly and effectively respond to the real needs of the actual potential consumers.

(38) The University library must provide inter-library loan facility to the readers.

(39) Resource sharing is one of the ways to increase the availability of information to the teachers. Therefore, it is hereby suggested that all the libraries of the Allahabad region should be interlinked by networks and the union catalogues and computerized databases of their collections should be developed.

(40) At least 10% of the total expenditure of the University should be spent on its library.

**Suggestions for Further Research**

The present study is concentrated on the information seeking behaviour of teachers of Allahabad University keeping in view this limitation of the present study the scope of future research on the similar and related topics is as follows –
2. A study of Information Needs and Seeking Behaviour of Teachers of Medical Colleges.
3. A study of Information Needs and Reading Habits of Teachers of Degree Colleges.

It is expected that the present study will serve the purpose of bringing improvement in the different services of the University library and also may prove helpful to the coming scholar to do further studies in the field of library and information science.