INTRODUCTION

Information – Information is universal; it is known to all men in all languages, there may or not be a precise or apt word in a language to describe the term ‘information’ but surely it is there. It is part of every part of our lives. We receive information throughout the lay. When we awake, the radio, T.V and newspapers give us information about what went on while we slept. The milkman, the grocer, the mali and other also provide us with different types of information. At the work place, we receive and give information from and to our seniors, peers and subordinates. We call up family, friends and acquaintances together information on a variety of matters. We visit the library and scan journals for information that would help us complete an assignment. In short there is no area of life that information does not touch. Information is the product of different types of human activities and event, or incidents.

Activities are undertaken by individuals or by organizations to achieve specific objectives, Events are things that happen, occur or take place. If there has been no activity or an event taking place, there would be no information.

From the primitive days of human civilization to the present day, information has always been a component of growth and improvement in living standard and working capacity. In modern
societies of today, however, information is closely interlocked with growth and development, Which is reflected in many ways, as seen in the growth of economic, political, social, occupational, cultural and other sectors. But the concept of information has to be understood in its relation to many other associative concepts such as data, fact, observation, intelligence, skill, knowledge experience, wisdom and similar others to perceive the impact of information on modern societies. All these concepts indeed are very much the creation of the human mind. It is, in fact the combination of these concepts and their application for human resources development that, in effect contribute to the growth and proprietary of a society. Information and knowledge are therefore, deliberately being created to meet variety of challenges posed to human life. Information Technology with all its spectacular advances has been, in fact the chief instrument of these revolutionary changes, leading societies to an information age, creation of new knowledge and information, their processing, storage, retrieval, dissemination, distribution etc; have become critical areas for industrial investments, indeed today Information Industries are emerging as a major group among modern industries. Being aware of these fact and sweeping changes taking place in society, Libraries are making serious efforts to gear themselves to meet the new challenges of handling and servicing information.
**Definitions –**

1) "An assemblage of data in a comprehensible form capable of communication" (Harrod's librarian's) Glossary and Reference Book. (Comp by Ray Prytherch, 7th Ed' 1990).

2) "Information is the core, the sum total of all the facts and ideas, accessible or not, that are available to be known by somebody at a given moment." (Harlan Cleveland in "Information as a Resource.")

3) "Information is knowledge communicated concerning some particular fact, subject or event." (Oxford English Dictionary).

5) "Information is the reduction of uncertainty" (A. white in : The Environment and social Behaviors, 1978).

6) "Information is a pattern or design that rearranges data for instrumental purposes." (D.Bell in the article-"The Social Framework of the Information Society."1979).

7) According to Faibis Off and Fly – "Information is a symbol or set of symbols which has the potential for meaning."
8) “Information is data recorded, classified, organized, related or interpreted within context to convey meaning” (S.C. Blumenthal in “Management Information Systems 1969).

8) “Information is any stimulus that reduces uncertainty.” Shannon and Weaver.

9) Ching-Chihchen and Peter Hernon – define information as, “all knowledge, ideas, facts data, and imaginative works of mind which are communicated formally and/or informally in any format.”

Data, Information and knowledge

‘Data; is the smallest element of information. Data is a series of disconnected facts and observation’ these may be covered into information by analyzing, cross-referring selecting, sorting, summarizing or in some other way organizing the data.

Information is therefore, more valuable than data, as data is transformed into a meaningful fluid for specific purpose.

Knowledge is an organized body of information and ‘wisdom’ is knowledge of people, life and conducts, with the facts so thoroughly assimilated as to have produced sagacity, judgment and insight.
The following example may make these ideas a little more clear.

Data          Cotton
Information   Yarn
Knowledge     Cloth

Cotton can be loomed into yarns, which in turn can be weaved into cloth. So also data can be weaved into information, which can be used to form an organized body of knowledge. In general, both data and information are the building blocks of knowledge. All these are handled in libraries offering different types of services appropriate to each.

**Properties of Information:**

1) Information like matter and energy is a basic property of the universe.
2) Any system, which exhibits organization, contains information.
3) It conveys meaning.
4) The unique characteristic of information is that all other resources depend on information and knowledge.
5) As a resource itself: Information is not reduced or diminished by wider use and sharing.

6) Information is alive, Information exists only in the human mind-what it observes, remembers and retrieve and what analyses, intimates and integrates.

7) Information is compressible: It can be concentrated, integrated summarized, miniature for easier handling.

8) Information is substitutable: It can replace capital, labor or physical materials.

9) Information in diffusive: It tends to leak and the more it leaks the more we have.

10) Information is shareable: To quote the communications expert, colon cherry information cannot bring about exchange transactions, but only shared transactions.

11) Information is not consumed in its use.

12) It is universal, particularly in the physical, chemical and biological sciences.

   It is clear that information exists in a variety of forms and may be transmitted from one system to another and it undergoes a series of transformations.

**Qualities of Information** – If information is to be effective, it has to have the following qualities. They are self-explanatory:

(1) Accessibility  (2) Comprehensiveness
(3) Precision  (4) Compatibility
(5) Timeliness  (6) Clarity
(7) Flexibility  (8) Verifiability
(9) Unbiasness  (10) Quantifiability

Brophy, provides more or less the same list of qualities as
the above with the addition of qualities like relevance, historicity,
completeness and reliability. His explanation of the importance of
relevance and timelessness are worth noting.

(1) **Relevance** – Information that is not relevant is not
information at all, but data irrelevant information is known to
be counter productive. This was stated in a report by the
American Accounting Association, which stated, “To have
information used for purposes for which it has no relevance
is likely to be worse than having no information at all.”

**Timelessness** - The timelessness of information is particularly
critical in the managerial situations. If the information arrives too
late, the decision would have already been taken. If it arrives too
early, its significance will be lost at the crucial moment, perhaps
because of 'information overload,' or it will appear to be irrelevant
will be ignored and may not be recalled later.
**Types of Information** - According to shera there are six types of information.

1. Conceptual information - relating to ideas, theories and hypothesis about the relationship, which exists among the variables in an area.

2. Empirical information – relating to data & experience of research, which may be drawn from our self or communicated through others.

3. Procedural information – This is the data obtained manipulated and tested through investigation.

4. Stimulatory information – is motivated by oneself or the environment.

5. Policy information – is focused on the decision making process.

6. Directive information – is used for coordinating and enabling effective group activity.

(i) **Need**

1- What a person ought to have.

2- Circumstances under which something is lacking therefore requiring some course of action.

3- That which one cannot do without.
4- That which is necessary for an organization’s health and well being.

Human needs are of two types-physical and Psychological. Physical needs are requirements for a healthy body (e.g.- food, water and air).

Psychological needs are requirements for mental health (eg- self-esteem, pleasure).

According to Maslow, the different types of human needs are-

**Self Actualizing Needs**- Formal education, leisure activities, ethics, values, etc. Esteem needs-multicultural awareness, emotional awareness, social system knowledge (legal, economic etc.) sex education, ethics values etc.

**Love and Belonging Needs**- Multicultural awareness, emotional awareness, leisure activities, interpersonal skills, ethics and values, sex education etc.

Safety needs – crime avoidance, traffic rules emergency procedures, basic literacy, sex education etc.
Physiological Needs – Personal hygiene, nutrition, general health issue, AIDS prevention, drug, tobacco and alcohol abuse, child abuse, sex education.

Information Need – Everybody needs information for some purpose or the other. When we want to travel, we need information about routes, timings of the transport services, hotel facilities, and the like; we may gather this information from a friend or from a travel agency. We may also go to a library and collect this information from some documents like tourist guides, railway time tables.

Information plays important role in economic, political and social change. Similarly a research and development programme can be accomplished successfully only if the required information becomes available as and when it is needed. Without proper and complete information no worthwhile decision can be taken, in fact no progress is possible without the support of information.

There are varieties of reasons why people seek information –

(a) Education and Research –
(i) Students need information relating to the prescribed syllabuses for pursuing academic studies, more specifically for passing examinations.

(ii) Teachers need information for imparting education to the students.

(iii) Researchers or Scientists need information on a continuing basis

and are considered the biggest consumers of information.

We have indicated that the researchers are the biggest consumers of information. While the information needs of all types of users are important in varying degrees, the researchers have unique information needs, which distinguish them from other user group. Most of the information systems and services have been developed to satisfy these requirements. Outputs of research constitute a major part of information handled by the library and information services. Thus the researchers have the unique distinction of being both consumers (i.e. users) and producers (generators and creators) of information.

A researcher needs information for three purposes –

(a) To keep up with new developments in his area of interest.

(b) To get acquainted with the state of the art.
(c) To gather specific pieces of data and information needed at different stages of his work.

(b) **Professionals:** Professionals, like medical and legal practitioners, need information to pursue their vocations. The physicians cannot afford to ignore the new developments in the medical sciences. Their ignorance would be fatal to the patients.

Similarly, legal practitioners must keep in touch with the new Acts, amendments etc and judicial verdicts to ensure fair justice. Judges need access to earlier verdicts or case precedents before pronouncing judgments.

Engineers and technologists need information for solving technical snags faced by them on the shop floor.

Managers or executives of business and industrial organizations need information to enable them to take appropriate decisions relating to issues having both short-term and long-term implications. They need more information for taking decisions involving managerial issues.

(C) **Government Activities** –
(i) Government officials who are also managers similarly need information for decision making.

(ii) Legislators need information for arguing a point on the floor or legislatures.

Maurice B. Line has defined information need as, "What an individual ought to have for his work, his research, his edification, his recreation etc.

According to Branda Dervin, "an information need is an impediment preventing an individual from moving forward in cognitive time and space. The person is faced with a gap that must be bridged by " asking questions, creating ideas, and/or obtaining resources. ' such gaps do not occur in the obstruct but arise out of particular critical events and situations."

Ching-Chih Chen and Petor Hernon stress that an information need is more than a question asked of an information provider. It occurs whenever people find themselves in situations that require some form of knowledge for resolutions.
The Librarians Thesaurus defines information need as "that needs which library services or materials are intended to satisfy."

**Types of Information Need** -

Tague has presented the following types of information needs most of which are self explanatory.

1- Social or pragmatic information needs required for coping with day-to-day life.
2- Recreation information needs.
3- Professional information needs.
4- Educational information needs.

Another categorization can be the following –

**Success Needs** – for employment opportunities self-improvement dress, speech, personal carriage etc.

Specialized information needs for the physically handicapped, emotionally disturbed, geographically isolated, the non-English speaking group etc.

**Factors Affecting Information Needs** –
By far, the most important fact or that affects the information needs of an individual is the type of work in which he is involved as found by Lin and Garvey, another factor relating to type of work is whether the work is basic or applied.

The discipline, in which an individual is working also affects his information needs for example, the information needs of researchers in the pure sciences is probably more urgent that of researchers in the social science because science is ever growing. The scientist will need to constantly update his knowledge i.e., he has to catch up with the latest developments. Other factors include social, political, economic and legal.

**Information Seeking Behaviour**

According to *Oxford England Dictionary*. the word behavior means, "The manner in which a thing acts under specified conditions or circumstances or in relation to other things."

The term information seeking behavior is used to include all activities comprising information seeking, information gathering, information receiving and communication. Information seeking proceeds gathering and information gathering most of the times implies seeking, the user actively under goes the information seeking process. The attempt of the user in obtaining the needed
information results from the recognition of some need, perceived by the user, this is called information seeking behavior.

The motives and purposes of seeking information, the nature and type of information required, the ways and means of accessing, searching, identifying and acquiring work related information, degree of dependence on sources of information. Information seeking behaviour involves gathering and collection of information to solve the problem, which initiates the information need.

**Definition:**

*Krikelas (1983)*: Feels the information seeking behavior is concerned with activities associated with satisfying immediate needs and information gathering behaviors and is concerned with activities associated with different need.

The information seeking behavior is mainly concerned with who needs what kind of information and what reasons, how information in found, evaluated and used, and how these can be identified and satisfied.

*Wilson (1994)*: says that personal need is the basis of the motivation to seek information. Information seeking begins when someone perceives that the current stock of knowledge possessed
is less than that needed to deal with some issue or problem, information seeking behavior results from the recognition of some need, perceived by the user, such efforts may have a purpose, they are activities that have become to be known as “keeping up with the literature “or” current awareness.”

Auster as “the fields composed of studies that are concerned with who needs what kind of information and for what reasons, how information is found, evaluated and used and how these needs can be identified and satisfied.”

Information seeking behavior includes aspects like motives and purpose of information seeking, the nature and types of information sought, the mode and means to access, search, identify and acquire information and use of libraries and information centers by the individuals. The following process takes places in information seeking behavior: -

(i) Identifying objective
(ii) Defining needs
(iii) Establishing sources of information
(iv) Accessing information systems
(v) Information acquisition
(vi) Satisfaction / dissatisfaction.
The information seeking process is of cyclic nature. Various steps in the process are inter-related, acting and reacting upon each other in the sequential order as well as interacting with the information, seeking behavior in general simultaneously.

The information seeking behavior essentially refers to the strategies and actions undertaken to locate discrete knowledge elements. It is concerned with the integrative utilization of the following three basic resources:

(i) People
(ii) Information
(iii) System

It can be said that the behavior, which yields the highest information satisfaction is the best.

**History:** - The study of information seeking behavior can be dated back to late 1940's. Since that time a large number of studies have been carried out on the various aspects of information seeking behavior of individuals in different fields of specialization. Behavior of teachers of university towards seeking information depends, upon the types of problem they undertake for research, availability of time, teaching requirements and availability of
sources of information. Now a day, information seeking behaviors is an area of active interest among the academic librarian and information scientists.

Ching-Chin Chen has defined information seeking as follows, “Information seeding patterns are the paths pursued by the individual in the attempt to resolve a need.”

According to Girja Kumar “Information seeking behaviour is mainly concerned with who needs what kind of information for what reason; how information is fond, evaluated and used.”

T.D. Wilson define what he calls, “information behaviour, as, “those activities a person may engage in when identifying his or her own needs for information, searching for such information in any way, and using or transferring that information.”

**Library** - Room or building for a collection of books kept there for reading.

A Library is a collection of graphic materials, books, films, magazines, maps, microfilms, manuscripts, disc and tape recordings, computer tapes organized for use.
A collection of books; a collection of books for public use or loan, the building or room in which such a collection is housed."

A place set apart to caution books and other material for reading study or reference, or set of rooms or building where books may be read or borrowed.

Dr. S. R. Ranganathan, father of Library movement in India, has rightly said that libraries are not more store houses; they are rich springs from where knowledge flows out to irrigate the wide field of education and culture.

Corter V. Good defines library as under:

1- A building or room equipped for housing books and other reading materials of communication for reading, listening or viewing purposes.

2- A Collection of books of various kinds, and

3- A Collection of films recording etc.

In simple words, a library is a place or room or building where a collection of books, documents or collection of specific things is kept for reading as reference and for loan to the users.
University library – The University library is expected to contain research collection, variety of subjects’ books, a large and complex catalogue, reference staff, large building and open shelf device.

The library maintains to support academic programmes of the University system.

The University library is an agency of scholarly communication system with fundamental changes with the coming of electronics, computers, microprocessors, lasers, digitization of information screw based telecommunication, satellites or what is commonly known as information technology.

A University library serves students; teachers, academics research workers and others.

A University library is a part of a University setup, therefore it exists to fulfill the objectives of its patent to provide better academic library user with the type and extent information they essentially seek. We must first provide better access to that information we have made some progress towards that goal, but still have a long way to go.
Functions of the University Libraries –

In 1964 submission of the association of University Teachers to the U.G.C. Committee on libraries begins with the unequivocal statement. The prime function of a University library is to provide facilities for study and research for the members of its own institution.

The library is the heart of a University. As a resource it occupies the Central and Primary place, because it serves all the function of a University teaching and research, the creation of new knowledge and the transmission to posterity of the learning and culture of the present and the past.

A University library being part of part of a University has to serve the objectives of its parent organization. In other words a University library should aim at the advancement of the functions of its University. It should reflect the character of the University.

The essentials that are fundamental to successful operation of the library and the Co-ordination of its program with the teaching and research programme of the University may be presented under eight heads.

(1) Resources for instruction, research & extension.
(2) A competent library.

(3) Organization of materials for use.

(4) Adequate space and equipment.

(5) Adequate financial support.

(6) A workable policy of library of government.

(7) Integration of library with administrative and educational policies.

(8) Integration of the library with community state regional national, international library resources.

The basic function of a library is educative. It is not merely store house of reading material collected for preservation, but it also functions as a dynamic instrument of education, to feed the intellect of the student, encourage the researches of the faculty and invite all who enter its house to partake fully of its intellectual and cultural contents.

The function of the University library is to bring together information or knowledge on the one hand, human beings on the other.

1.1 General Background and Origin of Allahabad University: - The University of Allahabad, which has hard pride
of place among academic institutions in the country, came into existence in the late nineteenth century. The University was called as "Oxford of East." It is one of the oldest University of India.

Sir William Muir, the Lieutenant Governor of Uttar Pradesh, initiated the process and sustained efforts of the elite of the city resulted in the formation of the University on September 23, 1887 Act XVIII was passed which established the University of Allahabad as an affiliating and examining body for graduate and postgraduate degrees from 1904. It began organizing its own teaching departments and instituted doctoral research programme. In 1921 it was reorganized as a unitary teaching and residential University.

The extraordinary achievements of the University and the distinctions earned for it by a galaxy of renowned academicians have made an impact virtually in all spheres of life. The University has been expanding continuously in its scope and range of activities since independence; the University of Allahabad has had to face new social challenges with growing demand for higher education. However, its material resources have proved woefully inadequate for the fulfillment of its purposes. It is confronted with problems such as ill-equipped laboratories and libraries, totally inadequate buildings and infrastructure. In spite of this the
University has shown remarkable resilience in adopting itself to academic developments by constantly restructuring its programmes. Several new departments have been instituted and established departments have ventured into new directions.

The University has achieved considerable success in making regular course correction directed the adaptation of appropriate research activities in the University. Institutional frameworks are being developed in the form of Institutes and Schools to facilitate collaborations/Co-operation between departments and disciplines. Institute of Inter disciplinary studies (IIDS) and Institute of Professional studies (IPS) have been established providing opportunities for undertaking internationally competitive research.

The idea of publishing the ‘University of Allahabad studies’ was conceived in 1918, under the stewardship of Prof. De la Foss, the Vice – Chancellor up to 1922-1923. After the reorganization of the University of Allahabad, the research publication activities gained momentum.

University of Allahabad adorned with a permanent office at the Senate Hall. A very large number of renowned authorities in their subjects, famous for their academic excellence not only in the country but also abroad made distinguished contributions to this
prestigious research journal. University of Allahabad is in the process of strengthening its academic environment.

**Allahabad City**

The Chinese traveller Hiven Tsang visited Allahabad in 634. By the end of the 12th century it came into the Mughal's possession and was given it's present name, "Allahabad" in 1584.

In 1801 it came into British possession. Allahabad has been famous for a place of learning, culture, art and tradition. It is here that Pt. Jawahar Lal Nehru has his ancestral home.

From religious point of view, Allahabad is famous for the biggest bathing and religious fairs held at the "Sangam". The festival known as the "Magh Mela" is an annual event and lasts for 15 days to a month between January and February. Several Lacs of pilgrims come to have a dip in the holy waters of the "Sangam" on this occasion. Every 12th year of the said "Magh Mela" turns into the "Kumbh Mela" when millions of devotee people assembled here from all over world and a huge temporary town ship is set up on the river side of "Ganga and Yamuna".
The other places are Akbar's Fort, the Akshya Batt, Khusro's Tomb, Saraswati Ghat, Minto Park, Hathi Park, Bharadwaj Ashram etc.

The other important places are "Anand Bhawan," the ancestral house of Pt. Jawahar Lal Nehru and the Museum. The Anand Bhawan is a two-storied palatial building with a large garden and exhibits connected with the life of persons of three generations of the Nehru house. A big planetarium inside Anand Bhawan is also a place of great interest. The Allahabad Museum house is a very good collection of Rajasthani miniatures and terracotta.

Allahabad University

Of course, one of the key areas of University's success in fact is its faculty, as well as the technical and administrative staff work with utmost devotion and team sprit. There are following teaching faculty and departments in Allahabad University.

TEACHERS

ARTS FACULTY

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**Study -**

Study means- devotion of time and mind to books, meditation, and pursuit of knowledge investigation etc.

**User Study :-**

The present study is related with users of information. User studies is the means for systematic examination of the characteristic and behavior of the users of the system and services. In simple terms 'user study means a study of the
user of information. The kind of information required by the user, the ways and means used for searching for the required information, the use of the information obtained, the satisfaction/dissatisfaction arising from the use of the information obtained, the flow of the information and the relationship of the user with the system (information provider) all come under the purview of user studies. It is only recently that the user has come into focus. Libraries are beginning to realize that different users need different types of information and that they cannot be clubbed together or herded around like cattle. Thus, if libraries are to be effective (popular), they cannot afford to ignore the users and their information needs.

**Types of User Studies** –

A study of the user is not a one directional process. It can be approached from different angles. There are different categories of user studies put forth by different people. The category put forth by Wilson-Davis is as follows:

(a) Library Oriented Studies – This involves the investigation of how individual libraries or information centers are used.
(2) **User – Oriented Studies** – This studies how a particular user group obtains the information needed for the conduct of its work.

(3) **Purpose and Scope of Study** – The purpose of this study is to find out the behavior and other activities performed by teachers of Allahabad University in seeking information. In any organization / University the search for information by a person is seldom at end. It is a part of the process of decision making, problem solving planning, resource allocation etc. Information seeking is basic activity for all scholars’ information sought by a user is often for a particular purpose, which ought not to be neglected in user studies. It may be current or anticipated and use of an item of information or even source in optimum when a perfect match occurs between the need arising out of the purpose and the incident of use. The nature of the work of users and the different roles played are the starting point for understanding the purpose of information seeking. The purpose of seeking information also varies according to the work assigned to each.
Scope: - The meaning and scope of information seeking behavior in this study is to include the objectives and purposes of seeking information, the nature and type of information required, the ways and means of accessing, searching, identifying and acquiring work related information, the percentage of dependence on sources of information, communication behavior and use of library.

ii) Importance of the Study – In the present age of information it has been increasingly felt that who serve readers better information needs and users must become the central focus of attention. In any library and information system, the user study plays a vital role in planning, designing and introducing new information services and products and to assess the quality of services and their utilities. It is beyond doubt that the success of the information services is more likely to be achieved by adjusting the services to need the specific needs of an individual rather, trying to adopt the individual user to match with the output of the information system.

In recent years, there have been several studies pertaining to information seeking behavior and this study is intended to
understand the information seeking behavior of the teachers of Allahabad University.

**iii) Importance of Information Seeking Behavior.** When a need is felt for anything, more often than not, people take action in order to satisfy that need. Different strategies or modes of action are resorted to. The same applies for the satisfaction of information needs. An individual realizes that he needs information, he knows that in all probability the information will not come to him on its own, therefore he has to go about seeking it, what strategies or processes he resorts to, in order to satisfy the need for information, is the focus of study here. The study of the individual information seeking behavior will require some sort of representation of psychological state of the user in terms not just knowledge or lack of it but also beliefs, aspirations goals and so on. The taxonomy of information searching competence can be viewed from behavioral perspective; it is a three-folded activity. The searches first feel information need or motive, than plan to seek and find strategy and finally execute it information needs provides the motive power for searching behavior, planning and decision making, by which need can be fulfilled through performing an activity. This activity is goal directed which means that motive or goal continuously governs the selection of steps to be executed. In the process of seeking information what mainly takes place is an effort to match a
cognitive need of user with a source of information to satisfy the need.

1.2 **Hypothesis**: Following hypothesis has been formulated for this work-

1. The information need of Teacher are different they get information from Text Books, periodicals, 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 from different colleges and University of Allahabad region have training in research methodology and known how to collect material.

4. Teachers devote a lot of time in searching information.

5. Photocopying and current general awareness services are provided by the University library.

6. Audio – Visual Services are provided by some college libraries and University library only.

7. Computerized services are provided by the college libraries and University libraries 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 conference and Seminar for gathering information.

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

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