CHAPTER  - 2

REVIEW OF RELATED LITERATURE
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Review of related literature is very essential in any research work. The survey of related literature is a crucial aspect of planning of study and time spent on such a survey invariably is a wise investment as it provides a base for further research on the already existing knowledge in the field. Study of related literature implies locating, reaching and evaluating report of research as well as report of casual observation and opinion, that are related to the individuals planned research project.

In the present study, although it was not possible on the part of the investigator to get access, to the entire published or unpublished resources due to lack of time, still an attempt has been made to study the literature concerned with the investigation in hand so as to provide philosophical background to the study. In brief this chapter presents an overall review of studies conducted in India and abroad, regarding the topic "information seeking behavior". The investigator has reviewed only those studies, which are similar to the present study. The hypothesis of the present study has been formulated on the backdrop of these studies.

Krishna Kumar (1990) conducted a study of information seeking behavior of Sociologists of University of Delhi and Jawaharlal Nehru University, Delhi. The results indicated that
discussion with colleagues within organization, consultation of supervisor and knowledgeable persons (peers) in the field seem to be on high priority. It was found, sociologists use books heavily as compared with articles in journals.

Sethi and Sharma (1990) mentioned in their study that libraries are the most highly used channels for information gathering by the historians. They use administrative, legislative, judicial, institutional, personal and archeological records. They depend more on book, scholars use books of Indian and foreign origin equally. The consultation of subject periodicals by history scholars was limited to a small number. Files of old newspapers in English and Indian languages, have also been used by several history scholars. The other sources used sporadically by them included epics and scriptures and folklore including folk songs.

Musib (1991) studied information-seeking patterns in rural areas of West Bengal, India. The study revealed that the important information providers for the problems regarding the availability/non-availability of raw materials are self/personal experience (73.5%), followed by fellow professionals (70.08%) friends and neighbors and relatives (50.42%) and family members (46.65%). For initial learning of technology the
respondents depended much upon fellow professionals (88.03%) and family members (71.79%). It was found that 50.42% of respondents were aware of the existence of a public library, however, 75.21% of respondents showed willingness towards public library services and were ready to pay minimum charges for getting required information.

Ramesh and Karisiddappa (1991) conducted a study to investigate the information needs of Engineering Scientists of Regional Research Laboratory Bhubaneshwar. They concluded that there has been 100% agreement among scientists to have current research information in their field of research, use online database for literature research, scan current periodicals for updating their knowledge, and increases manpower for the library and documentation section.

Guha (1992) as a principal investigator of the study team of Institute of Social Analysis and Communication studied 148 respondents from six research-cum-teaching institutions in Delhi and found that there was a marked preference for journal articles on the average 38.5% respondents showed their preference to journal articles 27.2% to books, 11.4% to conference papers, 8.8% technical reports, 7.2% to thesis, and 2.5% to trade literature.
Dee and Blazek (1993) found that all physicians consider that discussions with the colleagues are easily accessible source and it also provides immediate, accurate and reliable solution. Thus it save time and efforts required to consult books and journals. A majority of physicians (83.3%) attended local meetings. The aim to attend these meetings was to exchange ideas with their colleagues, to take educational courses and to keep themselves abreast of the current practices.

Guha (1994) made a study under the title “Information seeking and communication behavior of Indian Scientists”. In the study sample of 148 respondents was chosen from six researches and research cut teaching Institutions in Delhi. These institutions were IIT, National Physical Laboratory, National Institute of Health Family Welfare, Jamia Milia Islamia, JNU and Publications and Information Directorate of CSIR. It was observed that 28% respondents visit libraries to select and borrow books, more than 26% to browse through new books, nearly 12% to consult abstracting and indexing periodicals and over 12% to consult reference books.

i) 46% of the respondents visited to library at least once a week and more than 21% almost every
day, 17% twice a month and 9% occasionally. Nearly 6% did not visit but got materials issued from the library.

ii) In regard to relative importance of types of documents 38.5% to journal articles, 27.2% to books, 11.4% to conference papers 8.8 % to technical reports, 7.2% to thesis and 2.5% to trade literature.

iii) When face to face with the language barrier, 57 respondents prepared to take the step “get a translation done”, 53 would opt for “try to find out if a translation is available”, 46 said they would just read and English abstract, 12 would take other steps.

iv) There were only 21 responses in the affirmative from the entire sample.

v) Most of them spent more time in reading, similarly they spent less time in scanning recent issues of periodicals than either in discussions with colleagues or in writing, preparing abstract etc. or in delivering lectures.

Shasikala (1994) in her study “Information Seeking Behavior of Managers in Industry” found that junior managers
frequently visit library from the middle managers and senior managers, most of the managers (80%) at all the three levels made efforts to seek information from other sources before visiting the library. A large number of senior and middle managers (63%) used the information for solving the job-related problems. 56% junior managers used information for the same purpose. It was observed that a majority (60%) of managers at both juniors and senior levels made self-search followed by assistance by library staff.

Lalitha (1995) made a study under the title “Information seeking behavior of medical and engineering personnel. A comparative study with reference to their library use.” The study was aimed to identify, in quantitative terms, the various categories of medical and engineering personnel and to ascertain their information requirements and the types of materials needed by them. To find out the response of the users towards the existing systems, to find out the reading pattern to make a comparative study between the two, to find out the sources and services in the respective fields to satisfy the information needs of the two categories. The methodology used in the study includes literature search survey using questionnaire, supplemented with interview. Randomly 170 questionnaires were distributed. The findings of study were: -
i) The Engineering Community showed a lower percentage or response, especially the students, practitioners and teachers were better, on the whole, and the medical community showed more interest.

ii) There is not much difference between the practitioners in both the fields with regard to their research activities.

iii) Excepts for minor difference the type of information sought is the same for the medical and engineering communities.

iv) Both use their own libraries very frequently. Majority of the doctors and engineers frequently use libraries other than their own once a fortnight.

Agrawal and Chakraberty (1995) studied 103 scholars of earth science. The findings reveled that for 61.16% users current periodicals and for 51.45% users back volumes of periodicals are adequate enough to satisfy their requirements pertaining to their research work. The results showed that 89.32% scholars consult primary periodicals to keep abstract of current developments in their respective field of study. The second important source for
current information is indexing/abstracting periodicals. Information through conference and seminars constitute their third choice. Further, 70.87% scholars expressed that they obtain information by scanning the various issues of the periodicals directly, where as 29.13% scholars obtain information thorough indexing/abstracting periodicals.

Khan and Simons (1995) conducted study on a sample of 150-lady post graduate students of Manglore University. The result indicated that nearly 70% of total respondents approach the library catalogue to seek the required information/book and only 30% respondents do not consult the library catalogue, because they find it as confusing. The abstracts and indexes are used by only 46.5% of the respondents and majority of respondents do not use these, because of the non-availability of it, in time. It was found that 88.37% respondents felt that by orientation programs of the library, they could locate/retrieve books/information easily.

Izah (1996) in his study “Information Needs and information Seeking Behavior of Agriculture Extension Workers” at the library of National agriculture extension and research liaison services, Ahamadu Bello University, Zaria, Nigiria reveled the interaction between colleagues and literature scholars conducted
via the university library as most pertinent way in which information was sought.

Ocholla (1996) conducted a study under the title "Information seeking behavior by academics: a preliminary study". The objectives of the study were:

i) To investigate academics information seeking behavior within the University of Moi, South Africa under the resource limitation.

ii) CAS was rated lowest in all cases, the investigator suggested that staff and department need encouragement to develop local and international joint research and teaching partnerships, marketing and publicity of information products and services as well as provision of CAS should be given attention by university library.

Wilkins and Lekie (1997) made a study under the title "University Professional and Managerial Staff Members Employees at a Canadian University". The study had two objectives-
i) To examine the information seeking habits of the non-faculty professionals and managerial staff of a large academic institution, namely the university of Western Ontario.

ii) To explore what role the campus library system played in meeting the information needs of these group 148 surveys were for a response rate of 41%. It was found that when respondents visited a library on campus, the majority (53%) did so to consult a reference book, such as a handbook or directory, about a third of the survey respondents indicated that they used campus libraries frequently, the majority used them only rarely or never.

iii) It was suggested that our understanding of the information needs and information-seeking patterns of professional and managerial employees could be greatly enhanced through future research. Any efforts in this direction should be with the goal of enabling university employees at all levels to make more informed and effective decisions in running the university.
Ellis and Havgan (1997) studies the information seeking behavior of 23 engineers and scientists through interview. The study concluded that information seeking is most extensive in the initial stage of a project, when both formal and informal channels are utilized, but indeed on a smaller scale. Secondary sources were more often ranked over primary sources.

Reddy and Karisiddappa (1997) made a study under the title “Information seeking behavior of the professionals in the field of disabilities with special reference to mental handicapped to India”. The study was aimed to find out the types of communication channels used to know latest information in the field of interest and the source unused in performing specific research activities. The questionnaire was sent to 300 professionals working in the field of which feedback from 160 respondents was received (50%). The analysis of the revealed the following facts –

i) User awareness of sources and access to tools vary with age, experience, and professional's educational and managerial status.

ii) The respondents give first preference to journals for preparing their research articles.

iii) The respondents give first rank to discussions method as the source of late information. It
suggested that all me special schools should be provided with appropriate resources and collections of materials in the field of disabilities to meet information needs of professionals working with disabled persons.

Thelwar and Kanungo (1997) made an attempt to investigate the methods of seeking information by the women researchers in the disciplines History and Political Science in the University of Delhi and JNU. The investigators collected the data from 130 women research scholars through questionnaire. The study discloses the following findings-

i) The main purpose of the women researches was to collect information for writing either M.Phil or Ph.D thesis.

ii) The women researchers in History carry out their work mainly in four broad areas such as ancient Indian history, modern Indian history and world history.

Jacobson and Ignacio (1997) conducted a study under the title “Teaching reflection information seeking and evaluation in a digital library environment.” The objective of the study was to
teach the students to become an effective seeker and to understand the relationship of their skills to seek information in various contexts. The investigators collected the data from the students themselves, including E-mail and Internet. Major findings were:

i) User-friendly digital library interfaces are not enough, but skilled mediation and intervention will always be necessary.

ii) The most used source was E-mail.

iii) Most of the students make mistakes in searching.

Saraf and others (1997) made a study under the title "A study of relationship among information needs, channels and sources." To find out the relationships among information needs, channels and sources and their impact on background variables, namely age, sex, qualifications and status and to identify the relationship between the use of channels. The method used for data collection was questionnaire. Major findings were:

i) The respondents need information for keeping abreast with the latest developments.

ii) The channels used for information gathering were lectures, seminars and personal collection.
iii) The sources used were journals and research reports.

Prasad and Tripathi (1998) revealed that the journals were most frequently used sources of information among the Physical Scientists as well as Social Scientists of Banaras Hindu University. It was found that 77.77% Physical Scientists made use of formal channel of information whereas among the Social Scientists, 88.24% used formal channel of information. The percentage of Social Scientists using abstracting and indexing periodicals and current contents was significantly low as compared to that of Physical Scientists. A majority consisting of 66.66% Physical Scientists and 58.88% Social Scientists had books to their credit, current information was used by 77.77% of Physical Scientists, whereas 94.12% Social Scientists used socio-economic information followed by retrospective information, which was used by 82.35% of them. The study concluded with general impression that whole library needs to be improved tremendously as suggested by 76.4% Social Scientists.

Fidzani (1998) conducted a survey to determine the information seeking behavior and use of information sources by graduate students at University of Botswana and indicated that guidance in the use of library resources and services is necessary;
periodicals and textbooks are the most popular sources of information for course work and research. He suggested that students need to be taught, how to use the library.

Ocholla (1999) made a study under the title “Insights into information seeking and communication behavior of Academics.” The present study discussed the information seeking behavior of academics in relation to the productivity of academics in South African University, with particular reference to the university of Zululand. The aim of the study was to identify the types of information resources frequently used by academics, whether they differ with discipline and how academics learn of the existence of the information sources they use to determine why they look for information, to find out what sources of information are used by the academics, to find out how academics disseminate information once they get it. In the present study a survey was target at academics in the 6 faculties and 54 teaching departments comprising 327 teaching staff at the University of Zululand. Questionnaires were used for data collection in all cases. It was established that the nature of the discipline and the rank of the academic which normally corresponds with the academic qualification experience, exposure and research productivity level, largely determines the information seeking behavior Academics mainly need information for career development and occupational
and professional needs. University libraries, which currently face budget cuts on acquisitions, still play a pivotal role in information access by the academics. It was recommended that a venue that work colleagues can use to interest should be supported and career challenges that stimulate productivity by academics, such as research and publication should be maintained and sustained.

Marcella and Baxter (1999) made a study under the title “The information needs and the information seeking behavior of a national sample of the population in the UK with special reference to needs related to citizenship.” This study reported the results of a survey of information needs and information seeking behavior of a national sample of the UK population. The project was funded by the British library research and innovation center and comprised a survey by questionnaire covering all regions of the UK. 1,294 responses were received giving a valid demographically representative response rate of 45.7%. Major findings include: that the majority of respondents had sought information post (59.4%) and that an even greater number predicted a future need for information (78.4%) over three quarters of respondents said that they would use public libraries and between half and three quarters would approach post offices, governments departments or family and friends. Face to face communications and reading a book were the most popular means of accessing information but a wide
variety of other preferred options were cited. Only a small proportion expressed a preference for using a computer to seek information and there was a clear emphasis on public libraries as an appropriate location for accessing computerized information. A highly significant majority (79.2%) believed that access to information was very important, for exercising their rights as citizens. Many significant variables in terms of age, gender, status and region were found.

Siatri (1999) made a study under the title “Information seeking in electronic environment: a comparative investigation among computer scientists in British and Greek Universities.” An International conference on information needs, seeking and use in different contexts, Sheffield August 1998. The study aimed to examine the information seeking behavior of academic scientists in an electronics environment and compare the information seeking behavior of users in universities in UK and Greece. The objectives included: Investigation into the different practices and methods used by computer scientists in retrieving information from electronic information sources and identification of the types and range of electronic information, resources used currently by academics and determine the level and spread of their use narrowing. The focus of the study should be the particular group of
scientists. A more detailed and accurate profile of the users leading to in-depth understanding of the information seeking process.

Ammini (1999) found that 76.47% of the respondents i.e. students of B.Tech., and research scholars in ship technology have used the library regularly while 86.67% respondents showed their first preference to books. But only 50% respondents expressed the view that library collection is adequate. The study revealed that 65% respondents consult indexing, abstracting and reviewing periodicals. The respondents who depended on ship technology library were found to be 72.65%.

Garg (2000) made the study under the title “Information seeking patterns of users of Engineering Institutions in Rajasthan.” This study was confined to the information seeking patterns of the faculty members of the engineering discipline serving in various institutions in Rajasthan, the sample consisted of 200 (30%) faculty members, out of whom 148 responded with a usable response of 134 randomly drawn from the engineering institutions in Rajasthan. The self-designed questionnaire was employed to collect data from the subjects. Data has been analyzed with the help of simple statistical techniques such as means, standard deviations etc. and then presented in the tabular forms for analysis and interpretation. It was revealed that the use of formal sources of information
journals are optimally utilized followed by books, handbooks, conference literature etc. Whereas face to face discussions occupy the prime position succeeded by personal experience, seminar or conference etc. and use of electronic sources of information goes with computer at top of the list followed by Radio and T. V. E-mail, Audio-Visual sources, compact discs, on-line databases and multimedia. Information sources users prefer to approach instantly. In order of priority rating and ranking of sources for generation of ideas revealed that thinking made the highest contribution followed by Teaching and brain storming conversation.

Parker and Davies (2000) made a study under the title "The European information needs of secondary schools teachers in Scotland : recent developments in the provision of information to schools and colleges." Interviews were under taken with a small sample of teachers and school librarians in selected schools of Aberdeen City and Aberdeen Shire. The results from the survey in Scotland show that there was a need for the network to be extended on a national scale, one of the pressing challenges for the centers will be, to provide publication or resources that are designed specifically for and tailored to the needs of teachers and pupils. In addition the survey has highlighted a number of issues: -
i) The lack of understanding among teachers of the actual meaning and implications of the European dimension.

ii) The fact that the European dimensions is incorporated in only the modern studies syllabus.

iii) The information needs of teachers – issues relevant to currency of the information, content and levels and sources and format.

iv) The lack of European information provision in the school library.

It was suggested that further research is required to examine on a larger scale the European information needs of teachers and in particular what they require in terms of resources.

Tadasad and Talikoti (2000) made a study under the title "Awareness and utilization of resources, services and facilities of city central library, Gulbarga". In order to find out the user awareness and utilization of the resources services and facilities of CCLG, survey method has been employed for the collection of the data required. The questionnaire was distributed to every fifth person who entered CCLG during first and second week of January 2000. In all 250 questionnaires have been distributed out
of which 229 responded with a response rate of 91.6%. The results of the present study are:

i) Nearly 50% of the users visit CCLG weekly, while more than 20% visit occasionally and 18% visit fortnightly, the 11% of the users visit daily.

ii) More than 60% of the users visit the library, just to borrow and return books while 40% visit the library to read newspapers.

iii) A greater majority of the users who are aware of the resources are making use of textbooks (87.05%), reference books (88.48%) and general books (69.43%).

iv) A majority of the users are aware of circulation (61.58%), reference sources (60.69%) more than 60% of the users are unaware of inter-library loan (64.63%) services.

v) The analysis shows that significant proportions of the users are unaware of the resources, services
and facilities and need awareness programs. Hence the City Central Library, Gulbarga must undertake continuous awareness programs in an extensive way so as to increase the optimum utilization of the resources, services and facilities by the users.

Wales (2000) conducted a study under the title “Practice makes perfect? Vets’ information seeking behavior and information use explored.” The objective of the study was to examine a sample of veterinarians in practice, to discover where and by what mean they looked for the information they needed and what use they made of it once found. A random sample (537 practices) UK Veterinary Practitioners was surveyed and interviewed on behalf of the Royal College of Veterinary Surgeons Welcome Library to identify key issues in Veterinary IU and ISB. A greater proportion of respondents used the Internet for veterinary information than used a veterinary library. The final response rate was 39% (n=82). The findings of this study show that the majority of library users and non-users wanted enhanced library access via the Internet, especially to full-text journals.
Marcella and Baxter (2000) made a study under the title "information seeking behavior and participation with special reference to needs related to citizenship: results of a national survey". This study reported the results of the second stage of the project a complementary national survey of the UK public's citizenship information needs. This was a nation-wide survey by personal doorstep interview of the citizenship information needs of almost 900 members of the UK public. Major findings include that the public obtains most of their information on current issues via the mass media, and that they feel well informed on these issues. Small proportions of the sample had encountered problems concerning employment, education, housing or welfare benefits and has consulted a range of information sources in order to overcome these problems. The majority of respondents felt well informed about areas relating to citizenship but significant proportions were poorly informed in legal rights welfare benefits and local politics. A highly majority (91.7%) believed that freedom of information was important for exercising their rights as citizens although access to computers in the home is presently limited and only 12.6% of the respondents had access to the internet at work. The majority of respondents felt that public libraries were suitable places for finding information on some topics. The survey reveals that staffs in public libraries are not Seemed particularly helpful
suggesting that there should be emphasis on interpersonal skills training.

Dalgleish and Hall (2000) conducted a study under the title “Uses and perceptions of the World Wide Web in an information-seeking environment.”

The objectives of the study were to examine how undergraduate students viewed their information acquisition in terms of the open resource model, this being the closest in concept to the library; to assist students in making best use of all information resources it is necessary to understand their attitudes towards information resources; to attempt to understand students’ feelings and response to the WWW; to choose to access the WWW to a greater or lesser extent. A series of interviews, with opened questions, were conducted with 12 students who were all from one University. Analysis revealed five recurring themes; responses to the information-seeking context; expressed relationship to the process of information retrieval, information seeking strategies; perception of information quality; and attitudes to the feature of the web in higher education. The key factor is students’ use of the web.

Keshawa and Savanur (2001) conducted a study of information Needs and Information Seeking Strategies of
Agricultural Scientists. They provide information about university of Agricultural Science (UAS) and its library. Describes information needs and information seeking strategies of user of UAS Library. It is found that:

i) Majority of Users (72.72% faculty members, 75.78% research scholars and 57.89% students) recommend books and most of them are purchased.

ii) Majority of users (82.5% faculty members, 68.75% research scholars and 86.21% students/stated that the library takes more than week to procure the recommended documents.

iii) It is found that higher percentage of users stated that library services and facilities like physical facilities; Reference service, Reprography services, SDI service etc. are good.

iv) Majority of users consult catalogue to locate the documents in the library.

Dabas (2001) made a study under the title “Quality is what user sees, perceives, and observes: An explorative study of some selected university libraries.” He focuses on users perception
of qualify in libraries and points out the need and importance of users perception in maintaining and improving quality, Also clarifies that customer service or service quality is an important aspect of total quality and it is a dependent factor of customer satisfaction. Service quality and satisfaction view library and its services from users point of view and lead to outcome measures, where performance measures concentrates on library and lead to output measures. It was concluded that most of the users preferred to access books, journals and indexing and abstracting services via computers and Internet.

Krishnamurti (2001) made a study on “Information Seeking Behavior: An overview “He said that information is the basic material for the decision making process. The essential purpose of every decision is to transform information into action efficiently and effectively. Information Seeking is a kind of communication behavior, which would be influenced by many factors. He concluded that information Seeking behavior study is nothing but the study of flow of information, This flow starts with purposes and motives and ends with satisfaction or dissatisfaction.

Majeed and Bavakutty (2002) made a study on “user’s perceptions about college libraries in Kerala.” Perceptions and
expectations are closely related and are formed from personal experience. Perception is developed during delivery of service and it will affect the whole service the user is going to avail him of. Major findings of the study are –

i) Physical facilities and 'technical processes' are highly expected and 'Services' are expected least.

ii) Issue of books for sufficient days' and lending of books and journals have high-perceived quality and 'internet service' and 'computer' catalogue have low perceived quality.

iii) Among 'collection' lending of books and journals and 'Provision' of books they very first time have high perceived quality and 'collection' of reference books' and 'users requests in acquisition have low perceived quality.

Singh and Sharma (2002) conducted a study under the title “user's Information Needs: A case study of power sector Libraries in India.” This has impact on collection development policy and redesigning library services under a library system. The study highlights user information need and Information Seeking behavior of power Sector libraries in India. He finds that in power sector libraries the users are almost homogeneous in nature library should ascertain about the information requirements of his library
information requirements of his library users. The user is involved in most operation of the documents chain: He knows certain sources of information, which he is able to weigh up and communicate.

Vajjaramatti, Keshava and Ramesha (2002) made a study under the title “use of science and Technology Information by the Research Scholars: A case study of KARNATAK UNIVERSITY, DHARWAD”. They identify the impressions of research scholars towards the adequacy of library resources; their use of the library and their views on library and information services the major findings are-

i) A majority of respondents visit the library with the purpose of consulting books, periodicals, magazines and reference documents.

ii) More than 85% of the researchers are library catalogue and more than 60% using OPAC to locate the required documents. But more the 50% of the facing difficulties in locating documents in existing arrangement of library.

iii) The study identifies that 62.22% respondents approach the documents through the author in the author catalogue and 35.35% approach through title.
iv) More than 70% of the researchers making use of the information sources like review of articles followed by periodicals (53.33%).

v) More than 65% of the research scholars attending the seminars, conferences etc.

Kaur (2003) made a study of “Needs and expectations of users of Bhai Gurdas Library”. He finds that latest and up to date information is stored in journals, which are the core of research work. Some respondents have asked to keep all the journals for open access while others have grumbles against torn out pages from important journals. The information about the availability of sources through Inter Library Loan Service should be given immediately to the readers to put them to their maximum use, because such sources are time bound.

Khan and Burman (2003) conducted a study under the title “Reading Habits of Post Graduate students in Bundelkhand University, Jhansi: A Survey “The study concentrates on the role of library and information system in order to highlight the reading habits among the users and their problems on various aspects. The findings of the study are :-

i) Most of the users consult Reference books and textbooks for their study course material.
ii) A majority of the users visit the library almost dirty.

iii) Users were found aware about the information Services provided by the central library.

iv) A majority of users are satisfied with the adequacy of the collection and with the attitude of the library staff. 39.95% of users expect the Internet facility and reading room facility from such a center.

Singh and Singh (2003) conducted a study of "Attitude of Research Scholars towards the information resources and services of university of Delhi Library: A study". They identify the impression of scholars towards the adequacy of library resources, their use of the library, and their view on library services. The findings of the study are: - that majority of the users, visit the library daily, there is significant difference in the attitude of scholars towards the use library resources and service as being adequate compared to their needs, level of awareness towards the existing facilities are at par and scholars want improvement in the library sources and services.

Raj Rani (2003) made a study under the title "Information needs and the use pattern of Journals in Economics in
the University of Jammu Library: A user's survey” major findings are –

i) It was found that the users have suggested a long list of journals to be subscribed in the field, so it is expected that University authorities will provide sufficient funds for the procurement of a few important journals if not all.

ii) Most of the research needs of the scholars can be effectively met if interlibrary loan facilities are created in the University.

iii) The users have suggested that some important journals may be acquired by airmail. To utilize the resources on Internet to its maximum, it is necessary to make the users well versed in the surfing and browsing on the net.

Lin and Liu (2003) conducted a study under the title, “Mining for interactive identification of users' information needs” To facilitate searching and navigation, much information has been hierarchically organized into categories with different levels of generality. However, users still suffer information overload in querying a hierarchical information space, since they often cannot make their aspects of interest precise enough. One way to alleviate the problem is to interactively identify those information
categories that correspond to the users' information needs. In that case, information of interest may be found in a more dedicated space (i.e. subset of categories), promoting both search precision and user satisfaction. The profiles are mined incrementally so that the system may adapt to the ever-changing information space. The technique is shown to be effective in mapping users' information needs to suitable categories without requiring the users to enter long queries, conduct many interactions, and suffer heavy cognitive load. It may serve as an intelligent intermediary in various applications that link users to suitable information categories and service departments.

Lillard and Wales (2003) conducted a study under the title - "Strengthening the profession: educator and practitioner collaboration", they said that Library education is at a crossroads, as existing degree programs are being restructured to meet today's information needs. Practitioners possess valuable knowledge and insight into the needs of today's profession, with both an intimate working knowledge of higher education and an appreciation of the practitioner's role, academic librarians are in a particularly strong position to collaborate with library educators in ways that will strengthen library and information science (LIS) education and the profession as a whole.
Hurst (2003) conducted a study under the title- "The special library on campus: a model for library orientations aimed at academic administration, faculty, and support staff": He concluded that, A library and media center orientation program was developed for administrators, faculty, and support staff after examining their information seeking behaviors, prior research, and demographics of this group. The goal of the orientation was to promote the library's and media center's services and resources; to encourage this user group to make use of them; and to teach the basic skills needed to address their information needs.

Bhatia and Goswami (2004) conducted a study of "Changing perceptions and Needs of users in Internet ERA". Today information seekers are no longer satisfied merely with in-house conventional printed sources. The key concept of today's user perception is that they need a one-stop shop to satisfy their information needs. They are more and more becoming dependent on Internet-based latest sources and services. Since the users are aware of the use of Internet potential their demands and exception from libraries have grown tremendously. Internet has improved the user access not only to a wide variety of information sources but also expert in the field, joint collaboration for research in project or
publications. All this is done through the Internet services such as E-mail, Bulletin Board Services, Discussion forum etc.

Gowda and Walmiki (2004) made a study under the Title "Libraries' response to paradigm shifts in Higher Education In India: some issues". They find that the conceptual changes that have been taken place in the Indian higher education system causes for the changes and Universities' response to such change. Highlights the libraries response in view of the paradigm. It is in higher education system enumerates the problems of the University libraries and suggests the possible ways and means to overcome the problems.

Shenton (2004) conducted a study under the title "Children's information need: why do we know so little?" In his study, he identifies some of the cultural and practical barriers to the Conduct of research in the UK into the information needs of young children. Examines the difficulties involved in the various strategies of data collection when dealing directly with children and in attempting to delegate teachers to obtain information from their pupils and the problems arising from precautions necessitated by child protection measures.