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Introduction

1.1 Introduction

The modern trend of education is to develop a thinking person who should prove to be a self-reliant individual in every walk of life and such a kind of self-reliant individual can be created only if he is initiated into the channels, which lead him in the right direction for proper development of his mind. This can be achieved by reading, which is sure to lead him to form independent judgment to any problems he may be facing and this can be attained by having resource to the vast field of knowledge contained in the purview of a library that is books, periodicals, and other kinds of similar materials. Libraries are the repositories of books as well as the depositories of information and knowledge besides being endowed with various social and educational functions. No doubt, a good library in a locality with a good collection of reading materials carefully built up to suit the requirements of its clientele is certainly a boon and it is needless to emphasize that information is indispensable for any human activity aiming at social progress and it also serves as an instrument to improve the quality of life of the people by giving them education, information, recreation, intellectual stimulation thereby ameliorating and enriching their life in all respects.

To quote Khanna (1997) ‘a well-equipped and well organized library with services and activities imaginatively planned and executed is a potent
agency to transform a society into a creative educated, well informed and contributing to its own cultural and economic progress.' The academic community appears to be the largest consumer of information as their job of teaching, learning, and research involves generating, collecting, processing, storing, disseminating, and using information in several forms for varied purposes. Thus, here we are concerned with the search for information that we call information seeking, a process in which humans purposefully engage in order to enhance their state of knowledge.

Successive decades of research on information need and information seeking behaviour have brought forth the study of a broad constituent of specialists. In certain parts of the 1950s and the 1960s the emphasis was on the need for scientists and engineers due to the finding made available through the US Federal grant. It was in the 1970s that the focus shifted to social sciences with some major research studies being performed in Great Britain. The active support of the Getty Trust for the arts, turned the attention to the arts and humanities study in the 1980s and 1990s. Further, it is also evident from the literature available that not much attention was given to research on the information seeking of the pharmacist, pharmaceutical scholars, and scientists.

1.1.1 Information seeking as a basic human process

Information seeking is a fundamental human process closely related to learning and problem solving. Nature has evolved tools and methods to support information seeking, resulting in physiological and psychological abilities that are well suited to information seeking. Our perceptual organs gather massive streams of environmental data, our muscles use these organs and carry us closer to the objects of our search, our cognitive and emotive engines direct the muscles and the organs and process the incoming data. The cognitive processors of the human body adopt various organizational structures and systematic strategies to filter, compare, and store information in a variety of media systems. Information seeking is thus a natural and necessary mechanism of human existence. The ability to locate and apply the information is an
important component of what it means to be literate. Just as nature has evolved physiological and psychological tools and methods to support information seeking, culture has also evolved tools and methods to support information seeking.

Today, the generation, storage, and communication of information are inextricably linked with technology - it is virtually impossible to conduct business in many markets today without the necessary technology to help manage the generation, storage, and flow of information. Likewise, an enormous amount of information is necessary to select from the entertainment options and to make good consumer decisions. Thus, one of the key changes in the information society is that information seeking has become a fundamental skill for a large portion of the population.

1.1.2 Information seeking and libraries

Information seeking, like learning, is a fundamental and high level cognitive process and it is quite often part of the learning process or problem solving, but it is also distinct. Information acquired during learning is stored so that it can be recalled and used at a later time, although information acquired as a result of information seeking may be useful for a specific task and then discarded. Intermediate or temporally relevant information often should be discarded so that it does not take up storage space or complicate the organization of stored information and subsequently interfere with retrieval functions. As we depend more on the external augmentation of our memories, especially through electronic technology, we should decide whether and how to store information. We must consider information from a life-cycle perspective in which destruction options are developed along with generation, acquisition, and storage options. As we seek, evaluate, and acquire information, we must consider integratability with respect to our existing private or corporate knowledge and reusability for future problems, thus can be attained by having resources to the vast field of knowledge contained in the purview of a library.
that is books, periodicals, and other kinds of similar materials. Here the role of the library, library and information resources, services and the librarian come into play in the information seeking process. It is therefore observed that the librarian is rightly called the friend, philosopher, and guide but the person must also be well read and well acquainted with the tools of his trade, that is the art and science of librarianship. These factors are independent and interwoven in their importance and effectiveness as they are interconnected with each other and one cannot live without the other.

1.1.3 User study and information seeking

The best possible method to understand the human seeking behaviour is through ‘user study’. User study mainly focuses on the ‘users’ to measure their information needs, user behaviour, use pattern, and user study is the means for a systematic examination of the system and services, user study is directly linked with the effectiveness of the library and information services as they aim at the satisfaction of a user’s needs. The key concept in the user studies are information needs and information seeking behaviour and it implies a willingness to relate a product or system design to the perceived needs of those for whom the product or system design is intended.

The user study researches the user with the aim to further understand the process of information transfer. Information transfer systems of all types have implications for the organization of communication, the distribution of resources and the relationship between systems (Rowley & Turner, 1978). The library and information services are for users and the user’s satisfaction, the basic objective of any library and information center is to provide optimum library services to maximize the user satisfaction. Therefore, any library and information service should be based on the information needs of the users and in order to determine the systematic user study is conducted. Here, the term ‘user study’ is mainly concerned with studying the information processing...
activities of the users and essentially implies the study of use of the demand or need of information

1.2 Meaning and definition of concepts

A detailed meaning and definition of the terms used in the title of the thesis is given below

1.2.1 Information

Information is a human product and is derived mainly from experience, observation, experiment, interaction, study, and research. It has certain basic qualities like existence, language, and meaning. Information is the raw material from which knowledge is derived. Many studies conducted on the quantitative analysis of information generation, information flow, and information growth and also user studies have resulted in drawing an inference that today man is drowned in a flood of information but is still starving for knowledge. The term information has been derived from the two Latin terms 'forma' and 'information' (Wikipedia, 2011). Both these words convey more or less the same meaning. The term such as thought, knowledge, facts, data, ideas are used as synonymous or near synonymous for the term information. So it can be defined as the data placed into a meaningful context for its recipients.

Information is used in a general manner that includes objects in the world, what is transferred from people or objects to a person's cognitive system, and as the components of internal knowledge in people's minds. To seek information, people seek to change the state of their knowledge and also the physical representations (e.g., ink on paper, sound waves, and electronically charged phosphorus) that represent abstractions (e.g., words, numbers, images, concepts, melodies) can cause this change. Because there are many manifestations of information-as-object, there are many terms that can be used to describe these objects. Terms such as bit, data, record, text fragment, graphic, document, utterance, database, book, and library all are used to label particular information units. Although these terms are typically associated with
different media or information systems, the terms document and information object are used in a general way to represent information-as-object. Thus, documents may be considered as a single numeric value, a database record, a distinct image, or a video segment, as well as the more typical textual collection of words related to a particular topic.

According to Uttor (1999), information is data value in planning, decision making, and evaluation of any program. Evans (2004) defined information as the recognition of patterns in the flow of matter and energy reaching an individual or organization. Further, in the words of Haravu (2004), information is the facts, concepts, or instructions, any sort of knowledge or supposition which can be communicated. According to Wikipedia (2004), information is the product of human brain in action. In whatever context the word information is used, it always spreads light on the different branches of knowledge.

Buckland (1991) analyses the meaning of information as follows:

- **Information-as-process**: When someone is informed, what they know is changed. In this sense, 'Information is the act of informing communication of the knowledge or “news” of some fact or occurrence. The action of telling or facts of being told of something.'

- **Information-as-knowledge**: Information is also used to denote that which is perceived in information as process. The 'Knowledge communicated concerning some particular fact, subject of event, that of which one is appraised or told intelligence new.'

- **Information-as thing**: The term information is also used attributively for objects. Such as data and documents are referred to as 'information' because they are regarded as being informative, as 'having the quality of imparting knowledge or communicating information instructive.'
Khanna (1999) quoted 6 types of information. They are

- **Conceptual Information** The ideas, theories and hypotheses about the relationships which exist among the variables in the area of a particular problem.

- **Empirical Information** Experience, the data of research, may be drawn from one’s self or through communication from others. It may be laboratory generated or it may be the product of the literature search.

- **Procedural Information** It relates to the means where the data of the investigation was obtained, manipulated or tested. It is essentially methodological and it has been derived the ‘scientific attitude’ of communication of procedural information from one discipline or field of investigation to another and may illustrate the vast shadows of human ignorance.

- **Stimulatory Information** Man must be motivated with some source of motivation himself and his environment stimulatory information transmitted by direct communication. It submits unwillingly to direction or compulsion.

- **Policy Information** This is the focus of the decision making process. Collective activity necessitates the definition of objective and purpose. The fixing of responsibility includes the codification of rights, privileges, and the delineation of function.

- **Directive Information** Group activity cannot effectively proceed without coordination and it is through directive information that this coordination is achieved.

Viogt (1959) recognized the following approaches to information.

- **Current approach** For any active researcher it is essential to be up-to-date with his field of interest and work. Every researcher has to keep abreast of
any developments in the broader field or fields of interest or areas which
developments) can substantially change the course of his present work
The researcher interacts with the information systems (a library or a
documentation center) in a general way – browsing through his favourite
periodicals or by going through the abstract journals, but all these without
keeping in view any specific search for information. This type of approach
is called current approach

• **Every day approach** It flows from the researcher's frequent need, in the
course of his investigation for a specific piece of information, such as
Application of operations research in libraries or advances in gas
chromatography of steroids. The nature of information sought in such a
situation is very specific and a quick answer is usually expected. We
generally call it as ready reference service, also known as every day
approach

• **Exhaustive approach**: Exhaustive approach to information is in response
to a well-recognized requirement, namely to find all relevant literature or as
much as possible on a subject. This need for a researcher arises usually
when he is taken up a new research project or at the state of report writing
relating to a project in hand. To meet such an approach effectively, the
coverage of the information system has to be as exhaustive as possible

• **Catching up or Browsing up** This is more of an occasional service. A
researcher at times needs to have a brief but overall picture of recent
developments of his related subject or a subject in which he was not very
much interested or which did not come within the area of his main interest.
As a result, he is not quite up-to-date with the subject. Hence, he expects to
have in the communication system a device which can help him in promptly
catching-up with the subject
Debons and Cronenweth (1988) describe the characteristics of information as

- **Information as a commodity** This refers to an item in a book, in someone’s head, in a corporate file, or a statistic. When information is regarded as a commodity, it often assumes economic value.

- **Information as energy** Those who view information as energy regard it as a quantifiable physical entity whose presence or absence can be verified experimentally. It can be argued that information is also transmitted by or embedded in ordinary forms of energy.

- **Information as communication** Information is often considered to be synonymous with communication. When a person is communicating with another, the person initiating the exchange of data is moving or transferring his understanding of the information. Being informed, therefore, is the result of communication or information transfer.

- **Information as facts** Information is often thought to be the same as fact. What is today’s date? When is your birth day? How much are your monthly wages? When the term informed is used in this way, it does not necessarily mean that there is any implied or actual use of the fact, although one usually wonders about birth dates. For example, for some purpose, to arrange a party, to purchase a gift.

- **Information as data** Information is also thought to be the same as data. This may seem to reiterate the previous discussion regarding information as fact, but the difference lies in the definition of the words fact and data. Data are the products of symbols that are organized according to established rules and conventions.

- **Information as knowledge** Information is often used interchangeably with knowledge. Knowledge implies a state of understanding beyond awareness.
1.2.2 Information need

Over time, the information field has developed a deep understanding of the concept of information need and its role in information seeking and use. The view that information need motivates information behaviour is an embedded assumption of the user-oriented paradigm which focuses upon what people think, do, and feel when they seek and use information. Observing and generalizing a concept of information need which exists in an individual's head as an inner motivational state is a challenge. We can only infer the nature of information need based on the behaviour that it engenders (information seeking and use) but, over time, information scientists have studied the complexities of this key concept.

Information needs lead to information seeking at different levels, in different situations to individuals in an organization. According to Wilson (1981), 'information need of individuals in an organization differ depending upon their respective functions and tasks, the level of their knowledge and experience (in the specific field of specialization and in the use of information systems and services), their particular interest and need to satisfy which they seek information, on the breadth and depth of their interest profiles, and on the nature of the subject or field of specialization or interest. Information needs—the type, coverage, depth—of a user may differ considerably depending upon his/her activity at the moment—for instance, when entering a new field of research as compared to when seeking a solution to a specific problem in a field already familiar to the person. An information seeking behavior of a user may result from the recognition of some information need.'

Taylor (1968) first introduced the information field to the view that 'information need is a personal, psychological, sometimes inexpressible, vague and unconscious condition.' He articulated four levels of information need that an individual passes through before he or she makes a formal encounter with an information system or the services of information professional. These levels
are visceral need, conscious need, formalized need, and compromised need. Taylor's work laid the foundation for a deeper conceptual understanding of the motivations or triggers for information seeking. It was the basis for subsequent insights by researchers such as Belkin, Saracevic, Ingwersen, Dervin and Kuhlthau.

Dervin and Nilan (1986), point out that the information needs of users and the research has provided little guidance for practical application. Information systems could serve users better, they assert, if their needs and uses become 'a central focus of system operation,' but this 'may require implementation of a system redesign mandate.' They further proposed that user-oriented changes should, among other things, include:

- Treating documents in various ways to make the system more meaningful to users
- Devising new indexes on user-relevant criteria to supplement subject indexes
- Including emotionally-oriented indexes that address emotional dimensions of experience among the ways to access materials/information
- Changing the procedures by which user needs are assessed in practice, from keyword, symbol-matching, and subject orientations to user-problematic situations

Dervin and Nilan (1986) further called for a paradigm shift in the information need and use research. The alternative paradigm, as differentiated from the traditional, is one in which information is seen as something constructed by human beings. Three different approaches are suggested which include most of the elements of the alternative paradigm.
• The user values approach, which focuses on perceptions of utility and the value of information systems

• The sense-making approach, which examines the way people make sense of their worlds and how information is used in this process

• The anomalous status of knowledge (ASK) approach which examines how people seek information concerning situations about which their knowledge is incomplete

Information needs can be difficult to quantify. It can be best measured through information seeking or information use situations. ‘Information need’ is an abstract concept, used to answer the query why people seek, gather, and use information. Researchers do not often describe their information need directly or precisely, but through the context in which they address their information needs.

1.2.3 Information seeking behaviour

Information seeking may seem counterintuitive, but researchers have had less to say about this concept than they have about needs. Perhaps the meaning of the term is thought to be obvious. Most accounts of empirical investigations do not bother to provide a definition of information seeking, taking it for granted as what people do in response to a need for information. It could be said that information seeking is more closely tied to the concept of need than it is to the notion of information itself. For instance, Wilson (1999) defines ‘Information seeking behavior 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.’ However, in the words of Girja and Kishan (1983) ‘Information seeking behavior is mainly concerned with who needs what kind of information for what reason, how information is found, evaluated and used.’
The few authors who state an explicit definition of information seeking typically describe it as a process of either discovering patterns or filling in gaps in patterns previously recognized. Zerbinos (1990), says that, 'information seeking takes place when a person has knowledge stored in long term memory that precipitates an interest in related information as well as the motivation to acquire it.' It can also take place when a person recognizes a gap in their knowledge that may motivate that person to acquire new information. Gary (1995), definition of information seeking is, a 'process in which human purposefully engages in order to change their state of knowledge', which is closely related to learning and problem solving.

Johnson (1997), offers one of the few definitions that are more restrictive than those above. 'Information seeking can be defined as the purposive acquisition of information from selected information carriers.' In this case there is no reference to the 'purpose' or to what motivates a person to select a 'carrier' and acquire information from it. It is noticed that the definitions of information seeking quoted above emphasize purposive activity. There is a broader term that encompasses information seeking and also includes behaviours that are passive information behaviour. Wilson (1999) defines this term as 'the totality of human behaviour in relation to sources and channels of information, including both active and passive information seeking and information use.' Thus, it includes face-to-face communication with others, as well as the passive reception of information as in, for example, watching television advertisements, without any intention to act on the information given.

Finally, information seeking is a taken-for-granted concept, a catch phrase that encompasses a variety of behaviours seemingly motivated by the recognition of 'missing' information. Although it is the most common term in use, information seeking is typically defined strictly in terms of active and intentional behaviour, which limits its applicability to the broad range of research currently being conducted on the human use of information.
1.2.4 Information user

The user is the focal point of all information activities. The term ‘user’ is a broad concept which includes both producers as well as clients of information. The user can be categorized on the basis of two criteria:

a) Objective criteria, such as socio-professional category, specialist field, nature of the activity for which the information is sought, reason for using the information system.

b) Social and Physiological criteria such as the user’s attitude and values with regard to the information in general and his relation with information units in particular.

In this study, the users are the students, research scholars, and faculty members of the pharmaceutical science institutions of South Kanara and Udupi districts.

1.2.5 South Kanara and Udupi

South Kanara and Udupi are two districts located in the southern coast of the Karnataka state. It covers the geographical area under taken by the researcher for the study.

1.3 Pharmaceutical science education

The history of pharmacy education in India is as old as when the country was being gravitated towards British rule. A sweeping wind of revolution had been started to innovate something different in the education system of the Indian medical services. Up to the middle of the nineteenth century, the pharmaceutical education and training remained in a state of neglect. The scenario of pharmacy practice was pathetic. The dispensing of prescriptions continued to be carried out by compounders, who had a low level of preliminary training or education and were lowly paid professionals. There were a few European trained pharmacists who were employed by private firms.
The seed of the pharmacy education in India was first shown by Medical College, Madras in 1860. Steps were taken to start pharmacy classes to impart pharmaceutical skills for the students qualifying for medical degrees or diploma or hospital assistanceship. The steps proved to be useful for the students intending to qualify as chemist and druggists. Broadly, it was copying the practice as it prevailed at that time in Britain. The classes continued with an increase of the duration of study to 2 years and the entry qualification was made matriculation in due course. In India, pharmacy education today is looked upon as a business opportunity by many. Non-uniformity in the distribution of pharmacy colleges in the country is causing regional imbalances and inter-state migration of students. To add to the trouble, the pharmacy colleges in the rural and remote areas are not so developed.

In the future, drug treatment will be increasingly and confidently tailored to the individual, through the help of specific diagnostics. Many new drugs will be given parenterally and targeted for specific diseases. The pharmacists will need to adapt to this changing pattern in order to be seen by the patient as part of the health care team. However, in spite of many lacunae in the pharmacy education system, the fact cannot be overlooked that tremendous development in the field of new drug discovery and research activities, has taken place. Research centers attached with pharmaceutical institutions have played a major role in this regard. Notable among them are BRNCRC, Mandsaur, TIFAC CORE in JSS College of Pharmacy, Ooty, TIFAC CORE and ACCUNOVA in Manipal College of Pharmaceutical Sciences, Manipal and many more (Basak & Dondeti, 2010). Steps taken to upgrade the pharmacy education must be maintained for the proper development and utilization of the course. Apart from this, emphasis should be given to fields like Biotechnology, Bioinformatics, Clinical Trials, National and International Drug Regulatory Affairs.
1.4 Background of the Study

It is observed that the education and research in any discipline including pharmaceutical science education plays a prominent role in attaining a sustainable and equitable development of the country. Libraries and information centers play a noticeable role in the growth of pharmaceutical science education and research. Fundamentally, there is not much difference between the pharmaceutical science libraries and other academic libraries in its basic functionalities and operations. However, information seeking behavior of pharmaceutical science library users has some peculiar features which differ from other academic library users. In pharmaceutical science, the subjects are integrated with pharmaceutical industries, medical, chemical research, plant ingredient studies, management studies, marketing and advertisement, etc. The pharmaceutical science institutions are more engaged in lab oriented studies rather than classroom teaching. Time is an important element for the pharmaceutical science researchers, hence the library and information centers of the pharmaceutical science academic and research institutions should give importance to providing up-to-the-minute information to its clientele. The enormous growth in research leads to massive publications in different subject areas of pharmaceutical science but lacks in secondary tools like indexing/abstracting and reviewing types of periodicals to retrieve the primary publications. Furthermore, library and information centers of pharmaceutical science institutions are also not up to the mark in striving to get the right information at the right time to its users and it is all the more imperative that the librarian be cognizant of the importance of library information services for the fulfillment of its objectives. In this context, it is necessary to conduct a detailed study on the information needs and information seeking pattern to draft an outline, guidelines, framework, and give practical suggestions for the pharmaceutical science library users and for the librarians, to improve the information services and facilities of the institutions.
1.5 Need and purpose of the study

The need for a study on the information seeking behaviour of the users in the Pharmaceutical science college libraries of South Kanara and Udupi districts is felt because of the following aspects

1) User studies plays an important role in meeting the growing information needs of the users. Hence they are considered as the diagnostic studies for discovering the casual relationship between the use of information and the information system. It is through the user study that one can come to know what kind of information is sought by the users, how they are successful in locating the information, whether the existing resources are sufficient for them. All these can be known by conducting user studies. Therefore, the need is felt for conducting periodically systematic user studies.

2) There is increasing complexity in the field of medical, pharmaceutical science studies, research, and also an exponential growth in the rate of publication of various types of literature and information output. The progress of pharmaceutical education and research depends upon the provision of the right kind of information in the right form at the right time. The key element is to systematically ascertain the needs of users in the pharmaceutical science institutions.

3) The need for the study is also felt because the library users must be made aware of the availability of the library and information services and should be trained to make effective use of the library resources and services, particularly in this era of information technology and on-line information systems and services.

Hence, understanding the information needs as well as the pattern and making available the information to the pharmaceutical science college users is very essential and therefore the need is felt to make a study on the 'Information
1.6 Objectives of the study

The primary objective of the study is to assess the information seeking behaviour of users and to suggest ways and means to improve the library and information services in the pharmaceutical science college library users of South Kanara and Udupi districts.

The specific objectives of the study are:

1. To identify the nature and purpose of information seeking behaviour.
2. To study the methodologies and mode of information seeking applied by the users in the colleges under study, for seeking their information.
3. To identify the information sources and types of publication used.
4. To evaluate the usefulness of the collection, services, and IT infrastructure provided by the respective libraries under study.
5. To determine the use of library for information needs and the levels of satisfaction.
6. Finally, to suggest ways and means to improve the library and information services for optimum utilization of its resources.

1.7 Hypotheses

The following are the hypotheses formulated for the present study,

a) There exists no significant relation between genders in the mode and use of IT in seeking their informational needs.
b) The infrastructure and the services provided by the institution are not significant in accessing information, particularly digital information, in a networked environment

c) The provision of the library and information services like CAS and SDI are not in accordance with the need of the users

d) Designation of users is not an influencing factor on the opinion about the adequacy of digital libraries

e) There exists significant relationship between the effective use of library resources in an IT era and user education programme

1.8 Scope and limitations of the study

The research work, 'Information seeking behaviour of users in the Pharmaceutical science college libraries of South Kanara and Udupi districts: A study,' is an in-depth study of user awareness, information seeking behaviour, expectations, experiences, and level of satisfaction in using the library and information facilities, resources and services provided by the Pharmaceutical science college libraries so selected for the study. The study covers the faculty members, research scholars, Postgraduate students, and Graduate students of the Pharmaceutical science college libraries of South Kanara and Udupi districts.

The institutions which are included in the present study are Nitte Gulabhi Shetty Memorial Institute of Pharmaceutical Science, Srinivas College of Pharmacy, Karavali College of Pharmacy, Shree Devi Institute of Pharmaceutical Science, and Manipal College of Pharmaceutical Science. Further, the study does not cover the services provided by the departmental libraries of every individual department of the institution.
1.9 Significance of the study

Library service is the supreme activity to attract the attention of the user community. It is more so in the case of academic libraries, in particular, pharmacy libraries. Looking at the commitment of the pharmacy library to promote quality education, it is essential on the part of the library professionals to evaluate and assess the information need and seeking behaviour of users in light of providing quality information services for the seekers to uplift pharmacy education and research.

1.10 Organization of the study

The results of the study are reported in the form of a thesis consisting of following six chapters:

**Chapter I** being introductory introduces the research theme, meaning and definition of the concepts. It states and lists the need and purpose, objectives and hypotheses of the study. Finally, it focuses on the scope with its limitations and significance of the study. A brief summary of the remaining chapters is also provided in this chapter.

**Chapter II** briefly discusses the methodology adopted and materials used for the data collection, analysis, and for reporting of the thesis.

**Chapter III** attempts to present a review of the literature about the studies by using different sources of information regarding information need and information seeking pattern of the users. The literature search has been carried out by the researcher from the beginning stage of the research till the completion of the research work. The literature review has been divided into various sub-sections to cover the different aspects of the information seeking behaviour of the users and related issues.
Chapter IV gives physiographical and demographical features of the pharmaceutical science institutions of South Kanara and Udupi districts, wherein a brief description of the institutional background, growth, collection, development, and budget allocation for library infrastructure and facilities is presented.

Chapter V is the core of the research that is data analysis and interpretation. It attempts to present primary data about the information seeking pattern of the pharmaceutical science library users of the institutions. The data collected has been structured, analyzed, and presented with interpretations in the light of the objectives.

Chapter VI Findings, Suggestions, and Conclusion, it provided an opinion survey of the user’s information needs, use pattern, and information seeking behaviour and services provided by the library, etc. On the basis of the data analysis and research findings, a final conclusion is drawn along with important suggestions and recommendations. It further attempts to point to some research problems relating to this field for future research.
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