CHAPTER – II

REVIEW OF LITERATURE
Review of related literature is a 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 meaningful survey, invariably is wise investments as it provide a base for further research on the already existing knowledge in this field. The Study of concern literature down bellow implies evolution, reaching and report of research as well as report of casual observation and opinion that are related to the individually planned research project.

1. **Davis and Bali (1964)**:

Bibliography on user study prepared by **Davis and Bali** in 1964 and the analysis of LISA done in 1995 indicate that User Study forms an important aspect of research on regular basis and a good number of research work have been conducted to study the information seeking behaviour, information needs and reading habits of different social groups which form the main components of user study.

Though libraries exist for users, research in Indian librarianship has taken for granted the user component of the system. It is only in recent years that extensive and in depth customer related studies began to appear. The problems of communication in science and the user interface have received some attention since last four decades. For instance, INSDOC conducted a use survey relating to its current awareness service entitled “INSDOC List of Current Scientific Literature” as early as 1964. As a result of the findings of this survey, INSDOC had to wind up the above mentioned current awareness service and had to start the compilation of Indian Science Abstracts.
2. **Martin Mayer** (1966):

   The lawyer’s need to conduct legal research is not just a haphazard occurrence. According to a well-established literature on legal practice, lawyers engage in certain major roles that result in distinct types of activities. These activities in turn shape the type of information needed, the way in which it is retrieved, and the ultimate use of that information. What are some of these roles? In an earlier study, **Martin Mayer** (1966) stated that lawyers enact four principal roles or skills: drafting, advocacy, negotiating, and counseling. While the study is now rather dated, there is considerable evidence that these four roles are still valid for lawyers today.


   In the advocacy role, for instance, the lawyer seeks to “persuade some-one (usually a tribunal of some kind) what the law should be, what law should be applied, or how the law should be applied” (**Cohen**; 1969). This endeavor encompasses a number of tasks, such as determining relevant cases and precedents, necessitating a search of the primary and secondary legal literature. On the other hand, the drafting role (preparation of documents and correspondence) gives rise to other tasks, such as determining whether the firm has ever prepared documentation on the issue previously, or what prior research has been done on the topic, entailing a search of the firm’s internal files of legal memoranda, opinion letters, and briefs.
4. **Wysoki (1969):**

User studies or use studies could be concerned with studying information processing activities of the users. **Peterson (1969)** in 1968 conducted the study at the University of Michigan to determine the patterns of student use of one segment of serial literature, periodicals in a research library system.** Allen (1970) **has studied the students and the faculty members the attitudes and the degree of utilization of Community College libraries. He found that there are several variables which affect the use of Community College library such as the age of the institution, the attitudes of the faculty members, the attitudes of the students, the geographical location of the institution, and the institution’s internal climate.

5. **Urquhart and Schofield (1972):**

Conducted two major surveys to measure readers’ failure at the shelf in three university libraries. The result of those survey enabled the librarians to establish priorities, the difference in rates of failure for different subject areas of the library called for a reassessment of book purchasing policies and the third use of this survey had better understanding of readers’ problems and their attitudes.

6. **Canadian (1972):**

Some studies have suggested that lawyers may spend as much as a third of their time on tasks related to the drafting role. The counseling role prompts yet another cluster of tasks, including interviewing the clients, responding to telephone queries, and representing clients in court. For example, it has been estimated that, in
an average, a lawyer may receive and make between thirty and fifty telephone calls per day. For these calls to be productive, the lawyer must have quick access to the relevant files and information. Finally, beyond the four roles identified by Mayer (1966), the Operation Compulex study (Canadian; 1972) suggested a fifth major role for lawyers – the administrative or managerial role. This role can be broken down into tasks such as monitoring the firm’s financial situation, training students, or delegating work to secretarial staff. These various managerial tasks result in the creation and utilization of information about budgeting, personnel, organizational procedures, the physical premises, and so on, forming yet another component of the lawyer’s information universe.

7. Jerold, Auerbach (1976); Jack, Batten (1980); Jerome, Carlin (1962) and Mary Ann, Glendon (1994):

A very little effort has so far been made by the LIS researchers to make comprehensive investigation exclusively on the reading interests of legal professionals. However, a few such studies which are found to be related to information needs of legal professionals and deserve mention are as follows.

The group of professionals whose information-seeking patterns are reviewed is lawyers. What do lawyers do in the practice of law? There are many treatises that address this question at length, including the works by Jerold Auerbach (1976), Jack Batten (1980), Jerome Carlin (1962), and Mary Ann Glendon (1994). However, with few exceptions, such sociopolitical discussions of the practice of
law and the work of lawyers tend to concentrate on professional issues (such as ethics and accountability) or on the conduct of cases in particular types of law. The need for, and use of, information in the course of a lawyer’s professional practice is mentioned only in passing, if at all. Yet the small number of studies that do exist that address the information-related needs of lawyers demonstrate that access to a wide variety of information is crucial to their work.

8. **Ford (1977)**:

   Reviews the major user studies, suggests a conceptual framework for them and outlines the techniques, as does **Exon (1978)**. **Wilson (1977)** advised on the conduct of user studies as a basis for user education programmes, and produced a useful review of the trend in user studies towards the use of qualitative techniques (**Wilson, 1980**). The Centre for Research on User Studies (CRUS) produced guidelines for the study of information users for UNESCO in 1981.

9. **Saha (1978)**:

   Describes the survey and findings from the point of view of quantum of library use, pressure of demand from various category of users, peak hours of library usage at various service points such as reference, text book binding, etc. The observations noted help in making library services more need oriented and satisfy greater percentage of demand in a better way.

10. **Gratch (1979)**:

   Conducted student and faculty use survey of Drake Memorial Library, State University of New York, College at Brockport, to
evaluate user perceptions of library effectiveness and to obtain further information about user expectations and requirements. This study was used to identify gaps in total library service. A general evaluation survey of the academic community was conducted during the fall quarter of 1979 to determine whether the present services, facilities, and resources of the IOWA State University of Science and Technology, AMES library, meets the needs of its users.

11. **Mathew (1979)**:

Conducted a recent on university library survey which indicated that both librarians and the user community have only imperfect knowledge about each other; supply or provision of library service is made not according to the real demand, no effective demand exists for the major portions of the supplied resources and services, and both library resources and library personnel are not fully utilised or employed due to misallocation of resources and manpower. As a result, university libraries are functioning at a sub-optimal level or their effectiveness is not at the required level.

12. **Linton (1980)**:

Conducted a users survey of the College of Charleston’s Robert Scott library in Spring 1980. Self administered survey questionnaires completed by 57 percent of the College faculty and a random sample comprising 10 percent of the undergraduate population provided information on who uses the College of Charleston’s Library materials and services, why they use them, and in what areas users are satisfied or dissatisfied with the library.
13. **Chris Mulder and Ed Parr (1981):**

The librarians of two Western Australian Colleges of Advanced Education have combined to carry out surveys of student attitudes to their respective college libraries. Both colleges have substantial teacher education programmes, have similar enrolments and library holdings, yet library use patterns differ significantly between them. Information was sought on student attitudes to the College library and attitude scores were recorded by relating students’ actual feelings about the college library, to their concepts of the ‘ideal’ library. However, the important findings of these Surveys were not reported in CRUS News.

14. **Cronin (1981):**

The opinion that, the general objectives of research on users is to further the understanding of the processes of information transfer. The research may be expected to lead to the improvement of information transfer systems of all types and to have implications for the organisation of communication, the distribution of researcher and the relationships between the systems.

15. **Hendris (1981):**

Conducted a survey on the, Memphis State University (MSU) Libraries where he asked representative groups of library users to give their views about the services, personnel and facilities of the library system in order to evaluate the effectiveness of the libraries. This study indicated that the MSU libraries are effectively meeting the needs of their users. The respondents were of the view that the MSU libraries
plays an important role in the university community. They regard the libraries facilities and collections as adequate for their needs and the personnel as willing and able to help them.

16. **Minner-van-Neygen (1982)**:

Conducted his study of students’ attitudes towards the behavioural approach to library and information sciences: experiment involving the group as an agent of change. The purpose of this study was to develop and test a training design that would modify students attitudes towards a behavioural approach in library and information science and to examine several predictors of such attitude. The analysis of the data revealed that there is a significant correlation between sex, level of exposure to the behavioural sciences, attitude towards innovation and change in libraries, toward the behavioural sciences and towards psychology.

17. **Butler (1982)**:

In general terms, the purpose of a user study is similar to market research in business. It is an attempt to discover patterns of use and levels of awareness of users towards library services, to determine success or non-success of services, and to identify what adjustments are needed in service strategy.

18. **Olanlokun (1982)**:

Conducted this study to determine the attitudes of the major interest groups in Nigerian university on library policy, use and service specifically, the attitudes of the faculty, students and librarians on adequacy of resources, quality of library collections and library services.
19. **Rout (1982):**

Conducted a study measuring the user satisfaction over the important services offered by the Central library of Sambalpur University. The study deals with the document acquisition policy, document delivery service, technical processing and documentation service offered by the library. The users community included only faculty members of the postgraduate teaching departments.

20. **Alire (1984):**

Conducted a survey concerning doctoral students in Colleges of education who were involved in library research work. As per the findings of this study, the library and its resources was important for the academic success of the research scholars. They further expressed their need for bibliographic instruction and knowledge on research methodology.

While this overview of the literature has been kept deliberately brief, it is nevertheless evident that the information seeking of lawyers is highly dependent on their professional roles and is greatly influenced by a complex interaction of personal and contextual variables, including personal attitudes, educational background, experience, type of practice, area of specialization, and legal information systems.

21. **Dunn (1993) and Kauffman (1986):**

There are also other personal and situational factors that have a bearing on lawyers’ information-seeking behaviour. One such
variable is the organizational context in which the lawyer practices. Lawyers in large and specialized firms may have the in-house resources to delegate all or part of their legal research, while those in small firms may have no choice but to conduct their research themselves. Another factor which further influences the ISB of lawyers is experience – lawyers with longer experience may be able to draw on their own professional knowledge to a greater extent or may be able to refer the case to a colleague, thus eliminating the need for certain kinds of legal research. Education is also a factor: many law schools are concerned that lawyers are not receiving adequate training in legal sources and information-retrieval strategies. In the belief that putting more emphasis on legal research will enable the lawyers to search more efficiently and effectively, there have been repeated calls to integrate advanced legal research courses into the curriculum.


Suggested that lawyers have several such needs such as the need for legal rules inference examples general knowledge practice rules and abilities and the need for current awareness. On the other hand legal academics often require more detailed information for preparing lectures and papers for conferences or publication in journals (Otike, 1997).

23. Walsh (1992):

Legal professionals also use intermediaries in their information seeking. Conducted a survey of thirty five law firms in London and twenty barristers’ chambers. The study showed that
solicitors and barristers had different reasons for delegating legal research. The majority of solicitors delegated because it was cheaper for trainees to do it and a few barristers delegated because it was quick; the majority who did not delegate adopted this approach because they felt the quality of information would be affected. On the other hand Hainsworth (1992) observed that judges preferred to conduct legal research themselves because they did not trust the information provided to them by intermediaries.

24. Hainsworth (1992):

Legal professionals’ own collections of materials and information are recognised as important sources. Due to the nature of law a subject which has its own very extensive literature an office or personal collection is perhaps more necessary than in other professions. Hainsworth (1992) found judges do most of their reading from their own collection of legal materials such as case reports and statutes to verify and supplement their knowledge. Cheatle (1992) found that 77.8% of lawyers used their own collections either most days or every day.


Finally, a further variable that has an enormous impact on lawyers’ information-seeking behaviour and that has been discussed extensively in the literature is the lack of comprehensive and user-friendly finding aids and retrieval systems for legal materials. The Operation Compulex study found major deficiencies in Canada’s legal information system, including inconsistent or inadequate indexing of key sources, piecemeal law reporting by competing publishers, and a
preponderance of Ontario case law (Canadian; 1972). In her review of what has transpired since that landmark study, Lillian MacPherson noted that while numerous improvements have been made “many of the thorny problems related to the publication of and access to case law are still unresolved” (MacPherson; 1989) and uniform access to the Canadian provincial and federal statutes has not yet been realized. Similar problems with coverage and access have also been noted in the United States. In addition to these long-standing problems, there is now added dimension of having to choose the most appropriate database from a plethora of online and CD-ROM services, all with different coverage, but with potentially relevant information.


   Personal knowledge and experience also encompass the different ways that work is conducted or practiced within various professions. Such differences affect the sources which the professionals will use and may contribute to habitual patterns of information seeking that are common to certain groups. Nurses and engineers, for instance, rely heavily on ready reference materials, such as handbooks. Nurses, in particular, require this material to be conveniently located at the nursing station to be of optimal use. Lawyers, on the other hand, may be more satisfied with a centralized collection of a broad range of legal materials in the firm’s library.

27. Kuhlthau (1993):

   More generally students’ information behavior has been studied by Carol C. Kuhlthau. She has made empirical research about
students' information seeking behaviour in libraries and developed a
general model of the information seeking process (ISP). ISP consists of
6 stages - initiation, selection, explication, formulation, collection, and
prostration. Students experience the ISP holistically with an interplay of
taught, feelings, and actions.


Many of the studies in information science concerning aspects
in university students' information behaviour has described students' use
of library services and problems in using those services. Wilson,
dividing the research field of information needs and uses in system
studies and user studies, subsumes the studies conducted until the
beginning of the seventies under the general heading of library surveys
in his review of research in information needs and uses. Also attitudes of
students towards libraries and their staff and the extent to which students
buy books has been explored in the surveys. These studies report that
students seldom buy books, they have difficulties in using libraries and
they often use the neighboring public library and that seminars on
library use have little effect.


Studies of undergraduate student's relations to libraries has
been conducted also in the Nordic countries in Danmark 1995, Sweden
1995 and Finland 1996. The results show that students are rather
frequent library users (Höglund et al. 1995; Pors 1995; von Ungern-
Sternberg 1996) although there are large differen information seeking
and in support of information service to students (von Ungern-Sternberg
(3) Cies in how students of different disciplines utilize library services (Höglund et al. 1995). The students want more study carrels, more course litterature and more generous opening hours (Pors, 1995). The user education programs of libraries are not frequently used by the students (Pors, 1995). According to the Finnish and Swedish studies students themselves ask for more education in information seeking and library use (Höglund et al. 1995 and von Ungern-Sternberg 1996). The students also expect a traditional service from the library and look at the library as a depot for literature and do not identify the library as an information center or as a place for studies (von Ungern-Sternberg 1996).

30. Leckie and others (1996):

The earlier user studies were primarily conducted on the scientists and the practice of science. The findings from early studies of scientists were later applied to the information seeking behaviour of scholars in a wide variety of disciplines. By the late 1970s and early 1980s, LIS researchers interested in the need for, and use of, information in daily work had expanded their inquiries to include other types of professionals beyond the scientists and scholars.


In Finland, in addition to the study of students' library use mentioned above (von Ungern-Sternberg 1996), a few master and licentiate theses have been done in the area of students information needs and uses at the departments of information studies in Tampere and Oulu. For example Rissanen has studied health care students
information needs, uses and information literacy in a case study. Teachers, staff, and the collections on the practice department, the library of the college and the public library, textbooks and journals were the most important information channels for the studied students. Their information gathering was restricted by lack of time and money, language problems and poor skills in information seeking (Rissanen 1994). Kautto has explored instruction given to students in seeking and using literature as a part of university education. The findings showed that teachers do not usually teach the central literature in a domain and information skills of students are regarded as satisfactory by teachers. The subject field strongly influences on teachers' thinking and actions connected to instruction given in seeking and using literature (Kautto 1997).

32. Höglund and Thorstéinsdóttir (1996):

During the last decades the interest in students' library use and information behaviour has increased mainly because of the increase in student numbers and libraries needs to meet their clients demands in the best possible way. Studies of students' attitudes to and use of university libraries has been conducted in several countries. Findings from earlier studies concerning students problems in trying to use the library are validated in the studies performed in 80's and 90's.


Three multimedia CD-ROMs were placed in two grade-six classrooms for the duration of a class project. The 53 students, working in small groups, were free to search them during designated class
periods. Sample sessions at the workstations were captured along with a recording of the searchers’ voices. The retrieved information was incorporated by each group into a written assignment, an oral class presentation, and a three-dimensional model. The search strategies were analyzed using a case study methodology. The content of the CD-ROMs and the students’ work were analyzed to identify from which sources the students had drawn their information. The students were able to cope effectively with the physical manipulation of the three different CD-ROM interfaces, although they found certain features easier than others. Constructing effective search strategies was more difficult, and relatively little use was made of the searching in contrast to the browsing facilities. Students demonstrated an ability to extract selectively information and to evaluate sources in terms of usefulness as well as enjoyment and ease of use. Class assignments may have to be redesigned if the full capabilities offered by multimedia instructional products are to be fully exploited.

34. Limberg (1998):

Limberg’s study concerns the interaction between information use and learning outcome, when high school students work at an assignment implying independent use of information. According to the study, which has been done by using the phenomenographic method, variation in information seeking and use interact closely with variation in ways of experiencing and understanding the content of information.

This article investigates the information needs and seeking habits of lawyers in England in the United Kingdom. Specifically, it seeks to ascertain the type of information lawyers require to meet their needs; the reasons prompting them to seek information; to establish from where lawyers obtain information; and to determine the factors that influence their information needs and seeking habits. This study was carried out as part of a wider research project for a doctorate programme. Data collection was carried out by semi-structured interviews. The participants comprised lawyers, essentially solicitors, in London and the Midlands.

It was found that lawyers' information needs are greatly influenced by the nature of the work they do. It was noted that experience has a considerable influence on their needs: it is generally assumed that experienced lawyers do not require as much information support as newly qualified lawyers. The lawyers' needs for information in turn influences their information seeking habits. It was noted that the card catalogue as an information retrieval tool is fast disappearing from law libraries in the UK. Its ultimate future is likely to be determined by the needs of small firms which are presently unable to afford automated systems.

The study confirms the validity of the findings of earlier studies conducted in Canada, the United Kingdom and the United States. It appears that very little has changed since these studies were published. The legal profession continues to rely heavily on printed media. Electronic media is used only as a last resort. Practising lawyers continue to rely on their junior colleagues for legal research. Many are
apathetic to legal research. Despite the fact that law is a dynamic subject, the legal discipline remains a conservative profession.

36. **Kuhlthau, C.C. And Tama, S.L. (2001):**

   Information search process of lawyers: a call for `just for me’ information services. The study reported in this paper is part of a programme of ongoing research based on the model of the Information Search Process (ISP) developed in a series of prior studies by Kuhlthau. This study sought to gain a better understanding of the variety of tasks that involve lawyers as a particular group of information workers, how they use information to accomplish their work, and the role mediators play in their process of information seeking and use. Findings revealed that these lawyers frequently were involved in complex tasks that required a constructive process of interpreting, learning and creating. To accomplish these complex tasks, they preferred printed texts over computer databases primarily because computer databases required well-specie requests and did not offer an option for examining a wide range of information at one time. These lawyers called for an active potential role for mediators in `just for me’ services. `Just for me’ services would encompass designing systems to provide a wider range of access more compatible with the process of construction, applying and developing principles of classification that would offer a more uniform system for organizing and accessing les, and providing direction in littering the overwhelming amount of information available on electronic resources.

37. **Kuhlthau (2001):**
An exploratory study as part of Kuhlthau’s ongoing research based on her model of the Information Seeking Process ISP studied eight practising lawyers in the USA their tasks and their use of information to accomplish tasks. They found that lawyers were involved in a variety of complex tasks such as preparing a case for trial. This requires lawyers to develop their own approaches based in their past experience. They found that when the complexity of tasks increased lawyers developed new approaches to information to accomplish these tasks.

38. Lisa M. Given (2002):

This study uses in-depth qualitative interviews to explore the information seeking behavior of 25 mature undergraduates at one Canadian university. It explores the complex interweaving of these students’ everyday and academic information needs in light of Reijo Savolainen’s framework for the study of everyday life information seeking. Findings include the role of social and cultural capital in these students’ information seeking, the diverse ways that everyday and academic contexts inform one another, and the importance of not separating the everyday from other life situations in studies of individuals’ information behaviors.


This paper reports a small-scale study, undertaken as part of a higher degree, which aims to explore the information-seeking behaviour of a group of lecturers, based on one site, delivering a nursing and midwifery curriculum in the School of Health Studies of a higher
education institution. **Methodology.** Checkland’s [System thinking, System practice, Wiley, Chichester, 1981] soft systems methodology (SSM) was used as a theoretical model both to derive deeper insights into the survey data and suggest enhancements to this aspect of teacher activity. To obtain statistical data a survey design was employed, research methods including postal questionnaires complemented by selected interviews and a small amount of informal observation. **Results.** Findings showed that, in order to access information, lecturers were most likely to access the School libraries, the Internet, advice from colleagues and their personal collections. Refereed journals were the top-ranked information resource with professional studies and research cited as the most sought after topics. Lecturers mentioned the role of library staff as integral to the information-seeking process. Main problems included their variable literature searching skills and time pressures. The methodology identified several features related to the information-seeking behaviour of lecturers that has resulted in an improved training programme for lecturers and prompted enhancements to the School’s current awareness service and Library Intranet pages. **Conclusion.** The use of SSM for this study allowed the analysis of a broad and complex situation which enabled key changes to the information-seeking behaviour of lecturers to be implemented.

**40. Roberts, J.D. (2004):**

Information seeking is one of the key skills in the problem-solving process. This paper explores and compares the information seeking skills of senior student nurses (n=253) from three pre-
registration nurse education programmes: Registered General Nurse (RGN); diploma Registered Nurse (Diploma RN); and integrated degree. Skills were explored using a paper and pencil simulation exercise. Study findings revealed both similarities and differences between the groups. Few students displayed a holistic approach when acquiring information and the rationale for information requests was cited infrequently. The integrated degree programme participants displayed a more systematic approach to information acquisition, while more RGN programme participants referred to the use of a model. The most favoured model to aid data acquisition was Roper et al.’s [The Elements of Nursing, third ed., Churchill Livingstone, Edinburgh, 1996] Activities of Living Model. The study findings are discussed in the wider context of professional education and practice and the potential for further development of information seeking skills on pre-registration nurse education programmes is noted.

41. Angela, Weiler (2005):

Research in information-seeking behavior, motivation, critical thinking, and learning theory was explored and compared in a search for possible motivating factors behind students' dependence on television and the Internet for their information needs. The research indicates that only a very small percentage of the general population prefer to learn by reading.


Presents the results of a qualitative study that focuses on search patterns of college students and community users interacting with a digital image collection. The study finds a distinct difference between
the two groups of users and examines the role of mental models in information seeking behavior in digital libraries.


Health-related websites have the potential to powerfully influence the attitudes and behavior of consumers. Access to reliable disease information online has been linked to reduced anxiety, increased feelings of self-efficacy, and decreases in utilization of ambulatory care. Studies report that Internet health information seekers are more likely to have health concerns; adult seekers are more likely to rate themselves as having poor health status and adolescent seekers are more likely to demonstrate clinical impairment or depressive symptomatology compared to non-seekers.

Although more and more Americans are using the Internet for healthcare information, little is known about how this information affects their health behaviors. The current study extends the literature by examining characteristics associated with help seeking, either from a healthcare provider or from peers, as a direct result of health information found online. Medical care seekers appear to be using the Internet to enhance their medical care; they report using the information online to diagnose a problem and feel more comfortable about their health provider's advice given the information found on the Internet. Support seekers tend to be of slightly lower income compared to non-support seekers. They are also significantly more likely to have searched for information about a loved one's medical or health condition, signaling that many of these consumers may be caretakers.

44. Madeleine C. Shanahan (2007):
Undergraduate education is undergoing a shift away from the traditional transmission of a fixed body of knowledge to a learning approach where the emphasis is on supporting learners to learn. Central to this change is recognition that undergraduate education programmes should aim to develop independent learners who become effective lifelong learning practitioners. Successful independent learning as an undergraduate student or as a lifelong learner requires the learner to have well developed information literacy skills. An Online Electronic Information Skills (OEIS) intervention was designed to develop the information literacy skills in a cohort of second year undergraduate radiography students. An evaluation focused on learning outcomes was used to provide evidence of development of information literacy within the undergraduate course. The evaluation clearly demonstrated substantial skill development in students' ability to access scholarly information in their discipline area. The reported continued use of database searching by this cohort of students seven months after the OEIS intervention provides evidence that they are continuing to access and use scholarly information, information literacy skills necessary for their future work context.

45. Makri, S. (2007) :

The topic of this paper is Studying Academic Lawyers' Information Seeking to Inform the Design of Digital Law Libraries.

We report findings from the initial phase of our study on legal information seeking, which comprised a series of semi-structured interviews and naturalistic observations of academic law students and
staff looking for electronic legal information. This study has the long-term aim of informing the design of digital law libraries. Participants found it difficult to use digital law libraries, arising from poor knowledge of the digital library system rather than from poor general electronic research skills. Hazy and faulty system-related knowledge were rife, suggesting the need for academic lawyers to understand more about the digital library systems that they use (within-systems knowledge). These lawyers chose to rely primarily on one major digital law library for legal information seeking. Their preference was often based upon vague or flawed rationale and suggests the need for academic lawyers to appreciate the situations in which different electronic resources might be useful (between-systems knowledge).

46. David, Nicholas; Paul, Huntington; Hamid, R. Jamali and Tom, Dobrowolski (2007):

The paper delineates and explains an emerging, but significant, form of digital information seeking behaviour among information consumers, which the authors have called ‘bouncing’. The evidence for this behaviour has emerged from five years of deep log analysis studies – An advanced form of transaction log analysis of a wide range of users of digital information resources. Much of the evidence and discussion provided comes from the scholarly communication field. Two main bouncing metrics were applied in the log studies: site penetration, which is the number of items or pages viewed in a session, and return visits. The evidence shows that (1) a high proportion of people view just a few items or pages during a visit to a
site and, (2) a high proportion of visitors either do not come back to the site or they did so infrequently. Typically those who penetrated a site least tended to return the least frequently. These people are termed ‘bouncers’. They bounce into the site and then bounce out again, presumably, to another site, as a high proportion of them do not appear to come back again. Possible explanations negative and positive, for the form of behaviour are discussed.

47. David, Nicholas; Paul, Huntington and Hamid R. Jamali (2007):

The logs of four universities using the OhioLINK journal system were evaluated for a period of fifteen months using deep log analysis methods in order to compare and contrast the information seeking behaviour of their users. Large differences were found, especially between the research and teaching universities. Methodological problems associated with making the comparisons are discussed in some detail especially in terms of defining online sessions.

48. Stephann, Makri; Ann, Blandford; Anna, L. Cox (2008):

Information-seeking is important for lawyers, who have access to many dedicated electronic resources. However there is considerable scope for improving the design of these resources to better support information-seeking. One way of informing design is to use information-seeking models as theoretical lenses to analyse users’ behaviour with existing systems. However many models, including those informed by studying lawyers, analyse information-seeking at a high level of abstraction and are only likely to lead to broad-scoped design insights. We illustrate that one potentially useful (and lower-
level) model is Ellis’s – by using it as a lens to analyse and make design suggestions based on the information-seeking behaviour of 27 academic lawyers, who were asked to think aloud whilst using electronic legal resources to find information for their work. We identify similar information-seeking behaviours to those originally found by Ellis and his colleagues in scientific domains, along with several that were not identified in previous studies such as ‘updating’ (which we believe is particularly pertinent to legal information-seeking). We also present a refinement of Ellis’s model based on the identification of several levels that the behaviours were found to operate at and the identification of sets of mutually exclusive subtypes of behaviours.


Multidisciplinary teams are an essential aspect of modern organizational work. These teams often work in information-rich environments but little is known about their collaborative information seeking (CIS) behavior. We have been studying the CIS behavior of teams in the context of medical care. We conducted an ethnographic field study of a multidisciplinary patient care team in an emergency department to identify (a) team information needs and (b) situations that trigger collaborative information seeking activities. We identified seven categories of information needs as expressed by questions asked by team members. The majority of questions focused on medical information, but there were a larger than expected percentage of questions focusing on organizational information. We also identified three triggers for CIS activities. These triggers are: (1) lack of expertise, (2) lack of
immediately accessible information, and (3) complex information needs. The questions and triggers highlight the importance of face-to-face communication during CIS activities and how CIS activities could lead to interruptive workplaces. We also discuss organizational and technical implications for supporting CIS behavior of teams.


In this thesis we examine the information behaviour displayed by a broad cross-section of academic and practicing lawyers and feed our findings into the development of the Information Behaviour (IB) methods - two novel methods for evaluating the functionality and usability of electronic resources. We captured lawyers’ information behaviour by conducting naturalistic observations, where we asked participants to think aloud whilst using existing resources to ‘find information required for their work.’ Lawyers’ information behaviours closely matched those observed in other disciplines by Ellis and others, serving to validate Ellis’s existing model in the legal domain.

51. Davies, K. and Harrison J. (2010):

The information-seeking behaviour of doctors: a review of the evidence. This paper provides a narrative review of the available literature from the past 10 years (1996-2006) that focus on the information seeking behaviour of doctors. The review considers the literature in three sub-themes: Theme 1, the Information Needs of Doctors includes information need, frequency of doctors’ questions and types of information needs; Theme 2, Information Seeking by Doctors embraces pattern of information resource use, time spent searching,
barriers to information searching and information searching skills;
Theme 3, Information Sources Utilized by Doctors comprises the
number of sources utilized, comparison of information sources
consulted, computer usage, ranking of information resources, printed
resource use, personal digital assistant (PDA) use, electronic database
use and the Internet. The review is wide ranging. It would seem that the
traditional methods of face-to-face communication and use of hard-copy
evidence still prevail amongst qualified medical staff in the clinical
setting. The use of new technologies embracing the new digital age in
information provision may influence this in the future. However, for
now, it would seem that there is still research to be undertaken to
uncover the most effective methods of encouraging clinicians to use the
best evidence in everyday practice.

IN INDIA USERE STUDIES:

52. Dhyani (1974):

A survey of 100 readers at Rajasthan University library,
Jaipur. The study revealed that generally the readers showed an interest
in using the library at the college level. However, only a few made use
of the library at the university level. The users who were surveyed were
not clear even about the elementary library terminology. The survey
further revealed that there was general ignorance about the subject
approach of the catalogue. The other finding was ignorance about
handling of reference books. The survey recommended that library
instruction should be imparted to the students, reference service by
competent staff should be given, every member should be given a
library handbook, library service should be properly organised, documentation list including current awareness list should be circulated.


The need of User Studies. Department for Library and Information Science, Osmania University, Hyderabad, organised a seminar on ‘International Developments in User Education Studies and User Education’ on 22 June, 1985. The seminar stressed the need of conducting User Studies in Indian University libraries. They further added that the university libraries have to conduct User Studies, so that they can prepare an acquisition policy which may help in acquiring the documents/information required for research.

54. Varalakshmi (1993):

The study entitled “Information services in medical college libraries”, studied to ascertain the information dissemination mechanism of medical college libraries. She conducted a survey of 9 medical college libraries of Andhra Pradesh and on the basis of this survey she revealed that the professors and Assistant Professors seek information to cope with their teaching and health care task. She further revealed that printed books are the more frequently used and preferred sources of information for all the categories of medical professionals. A majority of the users depend on the guidance and help from the library staff. She suggested that library should offer services like CAS, SDI, documentation lists, abstracting, indexing, compilation of bibliographies, translation, etc. regularly. Further user orientation is yet another service that has to be introduced immediately. Besides offering
these services at local level, these libraries should exploit the services available at local level, by NML (India), INSCAIR office. These libraries should also provide their users with an access to MEDLARS/MEDLINE searches by availing the services of NIC.

55. Prasad and Tripathi (1997):

The study entitled “Information seeking behaviour of physical scientists and social scientists: A report”, revealed that physical scientists and social scientists did more teaching than research work. All the physical scientists and 82.41% of social scientists were engaged in teaching work whereas 77.81% of the physical scientists and 23.51% of social scientists were involved in research pursuit. The study also showed that, primary journals were used by both groups of scientists. All the physical scientists and 75% of the social scientists were unsatisfied with the information sources and services offered at the libraries which they attend. The study also showed that socio-economic information is used by almost 95% of social scientists whereas 77.77% of physical scientists used current information.


The study entitled “Information seeking behaviour of social scientists of University of Delhi” conducted a survey and used structured questionnaire for collecting data. The result showed that qualification and teaching experience have a significant effect on visits to the library by the social scientists. Books are the most used sources of information and periodicals are the most important source of
information. Browsing is the first preferred method of searching the required information.


As observed from the review of literature, user studies relating to the scientists and different professionals have been conducted in different parts of the world at different time periods, but most of the studies have been conducted in western world. Moreover, the studies relating to professionals are mainly concerned with engineers, medical professionals, technologists, technicians and technocrats. Very few user studies have been conducted on legal professionals that too limited to western countries.

User-studies help to improve the relation of the library with users in an objective way provided it is done within the organization concerned. An organization-oriented user-study like the present one helps to stratify users into some homogeneous groups by various characteristics of users, their information-seeking behaviour and their interaction with the information system. Many similarities and dissimilarities among user groups help to increase the effectiveness of information-services and information-transfer process by focusing information-services to appropriate groups.

In this context, the present study relating to the information seeking behaviour and reading habit of the lawyers of High Court of M.P. has its own importance and significance.

58. Preeti, Mahajan (2009):
Information-seeking behavior differs among user groups. Academic libraries must understand the information needs of faculty and students in order to address those needs. This study explores the information-seeking behavior of undergraduates, postgraduate students, and researchers in sciences, social sciences, and humanities at the Panjab University, Chandigarth, India. This study examines the kinds of academic information needed by respondents, which resources they prefer, whether they are satisfied with the library collections, and the general pattern of information-seeking, with special reference to the influence of course of study. The descriptive survey method was used and data was gathered via questionnaire from 250 users. Respondents were also asked for their opinions and suggestions during an interview.

This study throws light on information needs and related issues of community-based clinicians in a semi urban town. This study highlights the need for independent unbiased source of drug information for clinicians practicing in communities.
**CONSOLIDATED TABLE SHOWN OF THE REVIEW OF LITERATURE**

**IT IS BASED ON DURATION OF TIME**

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Duration</th>
<th>Review of literature in India</th>
<th>Number of literature</th>
<th>Review of literature in Abroad</th>
<th>Number of literature</th>
<th>Total number</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>1960-1980</td>
<td>Dhyani</td>
<td>1</td>
<td>Davis and Bali; Martin Mayer; Cohen, Wysoki; Urquhart and Schofield, Canadian; Jerold Auerbach, Jack Batten, Jerome, Carlin; Ford; Saha; Gratch; Mathew; Linton.</td>
<td>12</td>
<td>13</td>
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</tr>
<tr>
<td>2</td>
<td>1981-2000</td>
<td>Rao; Varalakshmi; Prasad and Tripathi</td>
<td>3</td>
<td>Chris Mulder and Ed Parr; Cronin; Hendris; Minner-van-Neygen; Butler; Olanlokun; Rout; Alire; Cheatle; Walsh; Hainsworth; Dunn &amp; Kauffman; Krause &amp; Kauffman; Blythe &amp; Royle; Krause &amp; Kauffman; Kuhlthau; Wilson; Höglund et al.; Leckie and others; von Ungern-Sternberg &amp; Kautto; Höglund &amp; Thorstéinsdóttir; Jamshid Beheshti, Alain Breuleux; Limberg; Japhet Otike.</td>
<td>23</td>
<td>26</td>
<td>44.82%</td>
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<tr>
<td>S. No.</td>
<td>Duration</td>
<td>Review of literature in India</td>
<td>Number of literature</td>
<td>Review of literature in Abroad</td>
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<td>3</td>
<td>2001-2010</td>
<td>Shokeen and Kaushik; Krishna kumar Kesharwani; Preeti Mahajan</td>
<td>3</td>
<td>C.C. Kuhlthau and S.L. Tama; Kuhlthau et al; Lisa M. Given; Peter J. Stokes, David Lewin; J.D. Roberts; Angela Weiler; Krystyna K., Matusiak; Michele L. Ybarra, Michael Sumanm; Madeleine C. Shanahan; S Makri; David Nicholas, Paul Huntington, Hamid R. Jamali, Tom Dobrowolski; David Nicholas, Paul Huntington, Hamid R. Jamali, Stephann Makri, Ann Blandford, Anna L. Cox; Madhu C. Reddy, Patricia Ruma Spence; Stephen Makri; Davies K, Harrison J.</td>
<td>15</td>
<td>18</td>
<td>31.03%</td>
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<tr>
<td>Total</td>
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<td></td>
<td>7</td>
<td></td>
<td>51</td>
<td>58</td>
<td>100%</td>
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