CHAPTER – VII

FINDINGS, SUGGESTIONS AND CONCLUSION

7.0 Introduction

7.1 Findings of the Study: Faculties Perspectives

7.2 Findings of the Study: Students’ Perspectives

7.3 Similarities and differences in user perspectives

7.4 Implied Suggestions

7.5 Conclusion

7.6 Future Areas of Research
Chapter – VII: Findings, Suggestions and Conclusion

7.0 Introduction

In the present study the researcher has made an attempt to investigate and understand the information seeking behaviour of faculties and students at commerce colleges in Mumbai. It provides a broad over-view of the use and satisfaction about library collections, use of library resources and services, awareness about ICT, Internet, search tools and information seeking pattern, behaviours, and finally impact of ICT and internet on information seeking behaviours of faculties and students. The study critically examined in depth the perceptions of Faculties and Students separately.

In the present study, the researcher has also taken into consideration all the relevant resources and services of libraries and examined them in detail to understand the information seeking behaviour of the Faculties and the Students in the changing environment (contemporary environment) i.e. ICT environment. Inferences were drawn based on the analysis and the opinions of user community. Subsequently, following findings have been evolved.

7.1 Findings of the Study: Faculties Perspectives

7.1.1 Information seeking behaviour characteristics

1. Keeping abreast of current developments

It is observed from the study that the majority faculties keep themselves updated by reading the latest books in their field, current issues of journals/magazines, browsing websites of companies/organizations, browsing current
issues of electronic journals, attending conferences, workshops and interaction with colleagues (Table-5.19)

It is inferred from the data that in spite of huge popularity of e-resources, the print books and journals still continued to be one of the highest preferred methods for keeping themselves updated by the faculties.

2. **Purpose and motivation of information seeking**

The study reveals that the purpose behind faculties information seeking is mainly driven by the need to prepare class notes for teaching, supplementing lectures, research work, writing/presenting papers (Table-5.20). In the same manner, preparing for class teaching and to have visibility among the peers have emerged as the “strongest motivators” for the faculties. (Table-5.27)

It can be inferred that the information seeking of the faculties is primarily driven by the need of preparing class notes and also the psychological urge of achieving visibility among the peers.

3. **Problems faced and resolved during information access**

It is observed from the study that the availability of too much of information on the internet, and that too scattered in too many sources or formats are the main problems “often” faced by faculties. Library staff has almost never shown unwillingness to help the faculties and to solve the problems. (Table-5.22). It shows that the library staff are quite helpful and are delivering the services in a satisfactory way.

It is further observed that when faced with information access problems, faculties often resolve them by preferring an individual and independent work,
make effective use of search engines on internet and also consult more and more sources (Table-5.23). This signifies that, faculties are familiar with internet and its resources and also know how to use search engines effectively.

4. **Feelings experienced during information seeking**

The study reveals that the faculties "almost always" experience trust, easiness, certainty, and satisfaction during the information retrieval process. They also "sometimes" experience disappointment, confusion, and doubts (Table-5.24).

This experience of the faculties suggests that the information seeking on the internet is the trusted process almost always except some times.

5. **Information Sources needed: Formal and Informal**

It is observed that the standard textbooks have emerged as the "highly" consulted formal sources by the faculties. Reference sources, journals, newspapers and internet sources like e-journals, e-books, and subject gateways constitute the "frequently" consulted formal sources (Table-5.25).

Among the informal sources, discussion with peers and meeting librarian are the "frequently" used sources. The social networking sites like facebook, orkut, hi5 etc. are the "occasionally" consulted information sources (Table-5.26).

Hence it is convincingly understood that the books continued to be the highly consulted formal information sources by faculties as they prefer to keep abreast of the latest developments through them. Even though the internet sources like e-journals, e-books, subject gateways are used frequently by faculties, they occasionally use social networking sites. This indicates that, the faculties are aware of the different forms of internet information sources but they still need
training on how to use the informal internet information sources effectively. It also signifies the need for the librarians to orient the faculties about such informal sources.

6. **Environment affecting information need and seeking**

There are several external and internal environments affecting the information needs and the information seeking behaviour. Among them, an overwhelming majority of faculties suggest that changing ICT environment is the most significant factor (Table-5.28).

This finding supports the observation that the changing ICT environment has affected greatly the information seeking process and brought some major paradigm shifts in the information need and seeking process of the faculties.

7. **Library Collection and Services: Awareness and Use**

The library collection is considered “Good” by the faculties. The faculties consider the learning resource collection like books, journals, e-resources available in their library to be good (Table-5.15). However, there is a mixed response from the faculties as far as awareness and use of library services is concerned. The awareness as well as use of few library services like internet browsing, printing, and photocopying is very high (Table-5.17).

It shows that, libraries are lacking in providing orientation about the library services to the faculties (Table-5.17). The libraries must step up their efforts to publicize the services offered by them to the faculties.
7.1.2 ICT and Information Seeking

8. Use of ICT in Library

The integration of ICT into the library services has made the process of information seeking very convenient for the faculties. The analysis of the data reveals that the library computers, internet/intranet, online databases/e-journals are being used “frequently” (Table-5.32). It shows that the libraries in commerce colleges around the city are well equipped with the ICT infrastructures and are being used by the faculties frequently as they found to be very useful (Table-5.38).

This supports the assumption that the faculties are using ICT extensively in their information seeking activities, which indicates a marked shift in the information seeking trends in tune with the changing information environment.

7.1.3 Internet and Information Seeking Behaviour

9. Use of Internet for Information Seeking

It is observed that all the faculty members have indicated that they use the internet for information seeking (Table-5.39). This proves that from the beginning predominantly print source dominated, even though the faculties have changed their information seeking by using the Information and Communication Technology.
10. **Frequency and Place of Internet access**

Frequency of accessing the Internet by the faculties is observed to be good as majority of the faculty members indicated that they used the internet at least once a week. Followed by, the use of internet on a daily basis (Table-5.40). The frequency of internet access indicates the growing tendency of the internet use among the faculties.

With a good quality of ICT infrastructure, the college library still continues to be a preferred place for accessing internet along with their homes etc. (Table-5.42).

11. **Purpose and motivation for Use of internet**

The data reveals that the primary purpose of accessing internet is education as indicated by almost all the faculty members. Along with this faculties mentioned that accessing news on the internet as a second purpose. This signifies that education and the latest news are the key motivating factors and purpose for accessing the internet by the faculties.

12. **Email as communication tool**

The present century is dominated by the e-mail, and almost the traditional communication system of posting letters is slowly disappearing from the scene. Therefore, e-mail is used by most of the faculties for their communication. Be it a routine daily communication, sending papers to seminars/workshops, official correspondence or lecture notes exchange etc, the faculties use email extensively. The majority of faculties use e-mail frequently and few use e-mail some time (Table-5.43).
13. Comfort level of using internet

The faculties have a 'good' comfort level as far as using the internet resources are concerned. By analyzing the relation between the faculties designation and their comfort level of using internet, it is observed that few lecturers and lecturers (senior scale) have very good comfort level and all lecturers (selection grade) have good comfort level in using the internet (Table-5.44 and Table-5.45).

7.1.4 Search Tools and Information Seeking

14. Awareness about search tools

The faculties are very well aware of the different information search tools like Library Catalogue (OPAC), Library Catalogue on Web (Web OPAC), Search Engines (Google, Yohoo, MSN, etc.), Subject Gateways, Directories, etc. Awareness about the search tools is very much essential to explore the digital information. The study signifies that the faculties have this much required awareness about search tools.

15. Preferred search tool(s)

Google is rated as their preferred search engine by an overwhelming majority i.e. 114(79.7%) of faculties, followed by yahoo i.e. 25(17.5%). The popularity of Google could be attributed to its simple and clutter free search interface, its varied integrated tools and vast information. It is surprising to note that yahoo is a distant second preference by the faculties.
Chapter – VII: Findings, Suggestions and Conclusion

7.1.5 Impact of ICT and Internet on teaching and research

16. Positive impact on use of Internet

The faculties agree with the fact that the Internet has a positive impact on their study/research/teaching. They agreed with this statement (Table-5.52) after considering the convenience of use, time taken for search and accuracy of output. It can also be said that this positive impact is another significant purpose and the motivating factor for the faculties to access the internet.

17. Impact of ICT on Teaching/Research

It is found that an overwhelming number of faculties opined that they can do better research because of several reasons like: availability of e-resources, availability of comprehensive information in online resources, and online only information. It is interesting to note that in spite of huge advantages faculties still prefer the access to print as well as the electronic resources (Table-5.56).

The e-resources and their advantages have increased the efficiency of the faculties to do better research, thereby encouraging them to move towards the use of e-resources and ICT to seek the information.

7.2 Findings of the Study: Students’ Perspectives

7.2.1 Information seeking behaviour characteristics

1. Keeping abreast of current developments

The majority of students indicated that they kept themselves updated by interacting with the fellow students, teachers and by browsing the websites of the companies/organization. However, half of the students keep themselves updated
by reading the current journals/magazines and the latest books in their field of
study (Table-6.20).

It is inferred from the data that in spite of huge popularity of e-resources,
print books and journals still continued to be one of the highest preferred
resources for keeping themselves updated by the students.

2. **Purpose and motivation of information seeking**

The study reveals that the purpose behind the students information seeking
is mainly driven by the need to prepare their project works and class assignments.
Half of the students seek information to gain general awareness (Table-6.21). To
prepare for class notes, general awareness for new knowledge, preparation of
class project, pleasure of self fulfillment and satisfaction, to have visibility among
friends circle have also been indicated as fairly motivators (Table-6.28).

It is interesting to note that no statement has indicated the strongest
motivator to seek the information. It can be inferred that the information seeking
of students is primarily driven by the need of preparing class notes and project
works.

3. **Problems faced and resolved during information access**

It is observed that the availability of too much of information on the
internet, and that too scattered in too many sources or formats are the main
problems "often" faced by the students. The library staff has almost never shown
unwillingness (Table-6.23). This indicates that the library staff are helpful and are
delivering the services in an excellent way in the commerce college libraries.
To resolve these access problems, the students often consult more and more sources and prefer an individual independent work or otherwise they also take help of the teachers often, and use the search engines (Table-6.23).

4. **Feelings experienced during information seeking**

The study reveals that trust, easiness, certainty, optimism and satisfaction are some of the significant feelings often experienced by them. The students sometimes feel disappointment, frustration, doubts and uncertainty during the information retrieval process (Table-6.25).

This experience of the students suggests that the information seeking on the internet is the trusted process almost always except some times.

5. **Information Sources needed: Formal and Informal**

It is observed that the standard text books, journals, newspapers and internet sources like e-journals, e-books, and subject gateways have emerged as the frequently required formal information sources (Table-6.26). The students have indicated that discussion with Friends/Classmates, social networking sites (facebook, orkut, hi5 etc) are the frequently required informal sources (Table-6.27).

This indicates that the students know about different forms of internet information sources, different formats of electronic information sources available in their library and are using them frequently. The students are also the frequent users of social networking sites like facebook etc. thus differing in their approach to informal sources from the faculties.
6. Environment affecting information need and seeking

It is observed that majority of the students agree that the changing ICT environment is one of the main factors affecting the process of information seeking. This is followed by other factors like information overload, changing pattern of new syllabus, etc. (Table-6.29).

This finding supports the observation that the changing ICT environment has affected greatly the information seeking process of students and brought some major paradigm shifts in the information need and seeking process.

7. Library Collection and Services: Awareness and Use

It is observed that the students rate the learning resource collection like books, journals, electronic materials, etc. in their libraries as 'good' (Table-6.16). The majority of students are very well aware of the library services like printing, photocopying, and Internet browsing. Also, a majority of them are using these services. The majority of students have not heavily used the library services like current article alert, research services, interlibrary loan, library orientation and document scanning.

It shows that the libraries are lacking in providing orientation about the library services to students (Table-6.18). The libraries must step up their efforts to publicize the services offered by them to the students.
7.2.2 ICT and Information Seeking

8. Use of ICT in Library

The integration of ICT into the library services has made the process of information seeking very convenient for the students. The computer facilities, internet/intranet available in the library are frequently used by the students. The photocopying and LCD projectors are sometimes used by the students (Table-6.33). It shows that the libraries in the commerce colleges around the city are well equipped with the ICT infrastructures and are being used by the students frequently as they found them to be very useful. This also indicates that there is a change in information seeking trend among students with changing environment.

7.2.3 Internet and Information Seeking Behaviour

9. Use of Internet for Information Seeking

It is observed that an overwhelming majority of students i.e. 354(99.4%) use the internet for the information seeking purposes (Table-6.40). This proves that there is a change in nature of information seeking by the students with the application of the Information and Communication Technology.

10. Frequency, Place and use of Internet access

The frequency of accessing the internet by the students is observed to be good as the majority of the students i.e. 237(66.60%) indicated that they used internet daily. About 107(30.10%) indicated that they used the internet at least once a week (Table-6.41). The frequency of internet access indicates the growing popularity of the internet use among the students.
Chapter - VII: Findings, Suggestions and Conclusion

With the good quality of ICT infrastructure, the college library still continues to be a preferred place for accessing the internet along with the computer lab and their homes (Table-6.43).

11. Purpose and motivation of Use of internet

The data reveals that the primary purpose of accessing the internet is education as indicated by the majority of students. This signifies that education is the key motivating factor and purpose for accessing the internet by the students. The other purpose and motivation for using the internet is entertainment and current news (Table-6.42)

12. Email as communication tool

The e-mail is heavily used by the students for the purpose of exchange ideas, information and to send the messages. It is observed that almost all the students use e-mail for communication purposes (Table-6.44). Majority of the students 'frequently' use e-mail as a tool for Communication and few of them use it sometimes (Table-6.45).

13. Comfort level of using internet

The comfort level of over all students in using the Internet is ‘Very Good’ (Table-6.46). By considering the students’ year of study, it is observed that majority of first year and second year students have “Very Good” comfort level of using the internet. Where as, majority of the third year students have “Good” comfort level using the internet (Table-6.47).
Chapter – VII: Findings, Suggestions and Conclusion

7.2.4 Search Tools and Information Seeking

14. Awareness about search tools

It is observed that the students are aware of different information search tools like Library Catalogue (OPAC), Library Catalogue on Web (Web OPAC), Search Engines (Google, Yahoo, MSN, etc.), Subject Gateways, Directories, etc. (Table-6.49). The awareness about search tools is very much essential to explore the digital information. The study signifies that students have this much required awareness.

15. Preferred search tool

It is observed that majority of the students i.e. 198 (55.60%) preferred Google as their search engine. But it is less as compared to the faculties. This is followed by 101 (28.40%) students who prefer Yahoo.com, which is more than the figure for the faculties. Surprisingly, relatively unknown search engine Scour.com has been preferred by 37 (10.4%) students (Table-6.51)

7.2.5 Impact of ICT and Internet on study and learning

16. Positive impact of Internet

The students agree with the fact that the Internet has a positive impact on their study/learning. They agreed with this statement after considering the convenience of use, time taken for search and the accuracy of the output. The students ‘strongly agree’ that the internet has a positive impact on their study/learning (Table-6.54). It can also be said that this positive impact is another significant purpose and motivating factor for the students to access the internet.
17. Opinion about impact of ICT on Study

It is found that the majority of students feel that they can do better information search because of reasons like: availability of e-resources, some of the needed information is available only in online and more comprehensive information is available online sources. It is interesting to note that in spite of the huge advantages of ICT, a significant number of students still prefer print as well as electronic information sources (Table-6.57).

7.3 Similarities and Differences among faculties and Student perspectives

Similarities Observed

1. Keeping abreast of current developments: Both the faculties and the students have indicated that print books and journals continue to be their main sources for keeping themselves updated.

2. Feelings experienced during information seeking process: There is a similarity between the feelings expressed by both the faculties and the students during the information seeking process. The study reveals that trust, certainty, optimism and satisfaction are the significant feelings expressed by both the faculties and the students.

3. Impact of ICT on information seeking: The faculties and the students agree with the fact that the changing ICT environment is one of the significant factors affecting their information seeking process.
4. **Use of ICT facilities available in libraries:** The study reveals that both the faculties and the students use the ICT facilities available in the libraries frequently. It is also supported by the finding that the majority of the faculties and the students make use of the internet for information seeking, thus corroborating the assumption that the faculties and the students are using ICT extensively in their information seeking activities. This indicates a marked shift in the information seeking trends in tune with the changing information environment.

5. **Positive impact of internet:** Both the faculties and the students agree with the fact that the internet has had a positive impact on their teaching/research/learning/study.

6. **Email as a communication tool:** The majority of faculties and the students use email frequently for their communication purposes.

7. **Comfort level of using Internet:** The comfort level of using the internet is similar for both the faculties and the students, with a slight variation in intensity. The comfort level as indicated by the faculties is “good” while for the students it is “very good”.

8. **Search Tools:** The faculties and the students are aware of the different information search tools like Library Catalogue (OPAC and Web OPAC), Search Engines (Google, Yahoo, MSN, etc.), Subject Gateways, Directories, etc. However, an overwhelming majority of faculties i.e. (79.7%) prefer Google where this search engine is preferred by much lesser students (55.60%)
Differences Observed

1. **Resolving information access problem**: The study reveals that the faculties and the students have different approaches in resolving the difficulties faced during information access. The faculties prefer an independent, individual work and efficient use of search engines, whereas the students also prefer the same individual approach, but they also prefer to take the help of the librarian/library staff and the help of teachers.

2. **Informal sources of information**: Opinions differ between the faculties and the students as far as the use of social networking sites like Facebook is concerned. The social networking sites like Facebook are occasionally used by the faculties; whereas these social networking sites are frequently used by the students.

### 7.4 Implied Suggestions

The information communication technology (ICT) has a positive impact on all the library and information services like Reference Service, Current Awareness Service, Online Public Access Catalogue, etc. The library users engage in a range of complementary modes of information seeking who use the electronic resources and web as an information resource to support their daily academic activities. The information seeking behaviour of users is another aspect, which is influenced by the developments in ICT and its application at the libraries.
Chapter – VII: Findings, Suggestions and Conclusion

The views and comments offered by the respondents have enabled the investigator to offer some feasible suggestions for the benefit of users’ information seeking activities as how to get maximum benefit from ever changing ICT environment, as well as the librarians working to improve the services and infrastructure facilities in the commerce colleges.

These implied suggestions are mentioned below:

1. The majority of respondents prefer the Internet as their first source to look for the needed information as they feel that it has a significant impact on their study / research / teaching. The majority of students prefer College Library as the most convenient place for accessing the Internet.

   This is a challenge as well as an opportunity to serve the library users effectively. Hence it is suggested that, the libraries must make all efforts to upgrade the Information Communication and Technology (ICT) infrastructure for providing seamless broadband/leased line Internet access to the users. By establishing the cyber libraries or the computer centres within the library, the libraries can attract to provide efficient and effective services to the user community.

2. The respondents often face difficulties like too much of information, too many different formats and scattered on the internet. They often resolve these information access problems by preferring an individual, independent work, consulting peers. The users have also indicated that they learn about information skills for information seeking in this changing ICT environment by trial and error and through colleagues and friends.
However, such stray attempts result in the users' wasting their precious time, energy and tempt them to make avoidable efforts. Hence, it is suggested that the libraries must plan and implement new information literacy programmes, which impart required skills / techniques to the users in accessing electronic information resources more effectively.

3. The data about the use of resources reveals that the majority of respondents prefer electronic information resources compared to the print sources. An overwhelming number of respondents have indicated that they can do better search because of the availability of e-resources.

Hence, libraries must make sustainable efforts to increase the number of e-resources, such as e-journals, online databases in their collection. It is suggested that the libraries must join and take-up the membership of consortiums like UGC Infonet, N-List, so that they can procure and provide access to more number of databases.

4. The use of social networking as informal sources is less among the faculties, while the students use it frequently. While the faculties consider meeting the library staff as informal source, the students consult the social networking sites like face-book, orkut, hi5 etc. frequently.

Considering the importance of social networks in communicating with the students, it is suggested that the librarian should make efforts to train the faculties and the students about social networking sites and how they are useful for learning and educational purposes. It is also suggested that the library staff should move friendly with the user community so that
they meet the library staff frequently and make use of the services and resources of a library.

5. With regard to the information seeking behaviour of users in Commerce colleges in Mumbai, it is recommended that the library staff or the librarians could use their time in a better way by focusing on assisting the users. The librarians should help the users to improve their skills in information seeking activities and to find the different type of information they need. The Librarians should also assist the users in learning the use of OPAC, search engine, e-mail, and CD-ROM techniques, and web sites available through the various networks.

Hence, the management / govt. must provide adequate ICT facilities for the libraries, such as Internet, laser printers, scanners, fax machine, telephone, etc to offer variety of services to the user community in the libraries.

6. The faculties and the students are not aware of the services rendered by the libraries. To know the available resources properly, orientation programmes are necessary.

Hence, it is suggested that the advanced training for users at different levels should be planned and implemented on priority basis. The content of training programmes should be (a) Basic introduction to library resources, services and facilities; (b) Using OPAC; (c) Methods and tools for searching information resources; (d) Using the Internet; (e) Using
online and CD-ROM databases; (f) Using electronic journals; (g) Increase the use of reference books; (h) Introducing audio/video materials.

7. The faculties and the students were pointed out that e-mail is heavily used for communication because it saves time and money. The internet is used by the faculties and the students, as it is an easy source of information for academic activities.

Hence, it is suggested that, the libraries must use email to reach out the users and to educate about the important, current useful resources and services of a library.

8. The faculties and the students indicated ‘Google’ as their preferred search engine which is popular and easy to use, followed by Yahoo. Surprisingly, relatively unknown search engine Scour.com has been preferred by the students.

In this connection, it is recommended that the users should be made aware about the integrated features of ‘Google’ for effective and efficient use of it and also to make them aware about different search engines and their useful features. It is suggested that the librarian must arrange and provide exclusive training on the use of search engine.

9. The present scenario of the library is that all the colleges get online resources through the Inflibnet’s N-LIST a project funded by MHRD. However, not all colleges get maximum electronic information resources through this project. There is a need to increase the number of electronic information resources covered under this.
Chapter VII: Findings, Suggestions and Conclusion

Hence it is suggested that all the librarians of the colleges must take up this issue with the UGC / INFLIBNET to cover and provide the access to the maximum number of electronic journals to support the promotion of quality higher education in the college level itself.

10. The information technology is changing rapidly. New innovations are taking place regularly. Therefore, it is suggested that the librarians should continue to monitor the latest developments in technology and the adoption of technology should be based on evidence that supports the information seeker’s perspective.

Hence it is strongly recommended that the management/govt. should encourage the librarians working in the commerce college libraries to attend regularly the training programmes organized by Inflibnet and other organizations and also they must encourage the librarians to attend the refresher courses/orientation courses, workshops, conferences, and seminars at the local and national level.

11. From search and discovery to downloading, the library resource sharing needs to be part of the solution so the users can access locked-up knowledge beyond what they find in Google results and their own library catalogue.

It is suggested that the college libraries must develop their Web-oriented information delivery services to meet ever-evolving user needs.
7.5 Conclusion

The academic institutions and their libraries are experiencing a massive change in the way they function. The college libraries are no exception to this. The information communication technology has found its applications in a big way in the commerce college libraries. The dynamic changes in the information technology continuously increase the standards of user’s expectation and transform the information seeking behaviour.

Now-a-days, information is available in a variety of electronic forms like CD-ROM’s, online databases, e-books, e-journals, etc. Inventions of devices like DVDs in double layers, High Definition DVDs and flashcards, etc. which have huge storage capacity. Along with these electronic forms, the internet has changed the outlook of libraries.

ICT has affected as well challenged the way the libraries operate and provide the services. The materials acquired are now the combinations of print, digital and multimedia. The catalogues are now online as OPACs or Web OPACs. It has also changed the way librarians manage the information. The digital information environment has led to changes in the tools used to identify and access the information. The tools include OPACs, Web OPACs, search engines, the World Wide Web, etc.

Because of the new forms and formats of information resources and new information tools, the users often prefer digital information and ICT to access and organize that information. The shift from print to digital information had an
impact on the libraries directly involved in processing information as well as on the user. The users had to acquire new knowledge and skills in information searching.

The commerce college libraries in Mumbai will have to have a strategy to live up to the expectations of the users in the present digital era. These libraries will have to work on their e-resources collection development, information literacy strategy, capacity development of their library staff and the ICT infrastructure facilities in the libraries. A continuous assessment of information needs and seeking behaviour of faculties and students is an essential thing to be carried out by these libraries on a regular basis. It can be expected that considering the dynamic nature of ICT and the changes in the seeking behaviour, such studies would definitely bring out new findings on information seeking behaviour and also certainly help the librarians working in the commerce colleges to bring the necessary changes on a priority basis.

7.6 Future Areas of Research

The present study will also give an ample scope for further research on Information Seeking Behaviour of the faculties and the students in the changing environment. This present study is restricted to Commerce Colleges of Mumbai City and the suburb. However, a detailed study can be carried out on the library users considering other faculties like Arts and Science, either separately or collectively or comparatively. Also, similar studies covering other professional
fields like management, medicine and engineering will be of real help to decision makers of the libraries.

In this dynamically changing information environment the internet provides an opportunity for Information Seeking among its users. Today, the users prefer first to seek the information on the Internet. It is one of the electronic resources, and also offers the librarians with the opportunity to apply their established skills as educators, information managers, information providers, and change agents in their work with the Internet users. Therefore the present study will also give a scope to do research in detail on the impact of internet information resources on the users’ information seeking behaviour in the college Libraries.