CHAPTER V
SUMMARY AND CONCLUSION

5.1 INTRODUCTION

Man is constantly in need of information for knowledge and wisdom. Information is considered as the element in the search for wisdom in a human process. Information seeking is the process of finding the right information at the right time. Retrieval of relevant information from the library and from the internet is a Himalayan task. Researchers and faculty members should nurture this skill by utilizing the resources regularly. This study has been undertaken keeping in mind the problems faced by the Researchers and Faculty Members in finding right information in the age of Information Explosion. Information seeking behaviour is closely associated with the academic performance, growth of an individual and the Institution. Thus, the study was focused on analyzing the information seeking behaviour of Researchers and Faculty Members of Avinashilingam University for Women, Coimbatore. The major findings of this investigation have been presented in this chapter.

5.2 METHODOLOGY

The investigator selected 333 Faculty Members and 166 Researchers from 7 different faculties namely, Home Science, Science, Humanities, Business Administration, Education, Community Education and Engineering of the University. Questionnaire including rating aspects was constructed by the investigator to assess the information seeking behaviour of the respondents. The tools used for the investigation consisted of personal data sheet and questionnaire on information seeking behaviour. The personal data sheet was intended to collect Socio-demographic information of the sample such as age, marital status, languages known, address, educational qualification, years of
experience and designation. The second part elucidated information on seven major dimensions of information seeking behaviour viz, academic performance, approach to information, barriers to information, information needs and information seeking behaviour, purpose of seeking information, information sources used and purpose of visit in the tool. Rating components were added for needy aspects. The constructed tool was validated through jury opinion, pilot study and item analysis. Each item was marked on a five point scale. The validity and reliability of the tool were also established. Survey was conducted with the selected sample. The data obtained were scored and consolidated. From the scores obtained by the sample the relation between the dimensions of information seeking behaviour and their academic performance were evaluated.

The specific objectives of the study were

1. To examine the socio-economic profile of the sample
2. To study the purpose of visit to the library by the users
3. To study the extent of use of library by the sample
4. To explore the information needs of the sample
5. To study the purpose of seeking information by the sample
6. To find out the various sources and channels of information used by the sample
7. To study the use of library by the users for their professional growth
8. To study the extent of use of library services by the faculty members and the research scholars
9. To study the opinion of the users of the library about the information sources available
10. To quantify the extent of use of information technology by the library users
11. To study the problems faced by the sample while seeking and using information
12. To study the opinion of the users of the library about the library services/innovative services required

The study was based on primary data, which was collected from 166 Researchers and 333 Faculty Members (Total 499) of Avinashilingam Deemed University for Women, Coimbatore.

5.3 MAJOR FINDINGS

The information seeking behaviour of the sample was studied under seven specific dimensions, namely, academic performance, approach to information, barriers of information, information needs and information seeking, purpose of seeking information, information sources used and purpose of visit.

• From the statistical analysis, it is found that Faculty members (12 percent) are using library for publishing papers and attending conferences, 33 percent of them publish papers to get promotion, 39 percent have enough papers published and 16 percent were less concerned in attending/organizing conferences. The Science Faculty members publish more number of papers and participate in more number of conferences.

• The findings indicate that the research scholars (46 percent) are involved in publishing papers and participating in conferences more, 37 percent of them have good academic records with SLET or NET and 17 percent of them are less interested in attending conferences than the other faculty researchers.

• Statistical difference between the faculty members and research scholars on academic performance using ‘t’ test indicate that there is a significant difference among the researchers and faculty members. The ‘t’ value obtained indicated that faculty members have significantly better academic performance than researchers.
• The scores obtained by the faculty members on approach to information indicate that majority of them (68 percent) use very often online public access catalogue to locate the documents, 24 percent of the faculty members find documents often by themselves or with the help of library staff, 7.7 percent use rarely the bibliographic references given at the end of books/articles and 0.30 percent use review of books/journals very rarely.

• Majority (57.83 percent) of research scholars use online public access catalogue for locating the documents more frequently and about 7.7 percent of them retrieve documents by themselves.

• Statistical analysis by applying ‘t’ test proves that there is a significant difference between researchers and faculty members in approach to information and researchers are significantly better in approach to information than faculty members.

• From the analysis, it is found that only 2 percent of the faculty members encounter barriers always, 46 percent of them come across barriers often and 27 percent come across barriers rarely while retrieving information in the library.

• Majority (82.53 percent) of the research scholars encountered barriers while retrieving information rarely, 10.24 percent come across barriers often and 7.23 percent of them find barriers always.

• By comparing the mean scores of the researchers and faculty members, the researchers perceived lesser barriers to information than faculty members in each of the discipline studied. It has been proved that there is a significant difference between the researchers and faculty members.
• Majority (41 percent) of the faculty members have enhanced information needs very often, 33 percent often, 21 percent rarely and 5 percent of them have needs for information very rarely.

• Majority (67.46) of the researchers has high information needs very often and 32.54 percent have information needs often.

• The ‘t’ value obtained for the information needs and information seeking indicate that the researchers and faculty members of Home Science faculty are higher \( (t=45.708) \) and are able to get the information required.

• The result shows clearly that 34.53 percent of the faculty members have specific purpose of seeking information very often, 35.43 percent of them have often, 24 percent have rarely and 6 percent have purpose of seeking information very rarely.

• The findings indicate that 70.48 percent of the researchers have explicit purpose very often, 10.84 percent have often and 18.67 percent have purpose of seeking information rarely.

• Statistical analysis of mean scores difference for the purpose of seeking information shows significant results between the researchers and faculty members.

• It is quite evident that 14 percent of the faculty members use electronic resources very often, 28 percent of them use informal sources often, 32 percent of them utilize secondary sources moderately and 13 percent of them use primary sources of information rarely and 13 percent of the faculty members make use of the sources of information very rarely.

• From the analysis, it is clear that 35 percent of the research scholars utilize electronic resources, 39 percent of them make use of informal sources, 10
percent of them use secondary sources and 11 percent of the researchers use primary sources of information.

- Statistical differences between the researchers and faculty members of the 7 Faculties indicate that there are significant differences in the usage of information sources in all faculty members except in Community Education Faculty.

- More than 7 percent of the faculty members visit the library daily for accessing electronic journals, 63.3 percent visit twice a week and utilize current journals, 23.4 percent visit once a week for making use of reference resources and 6.3 percent twice a month and use back volumes of journals.

- The results indicate that majority (56 percent) of the researchers visit the library daily for browsing electronic journals, 40 percent go twice a week to access current journals and 4 percent of the researchers visit for issue/return of books.

- By comparing the mean scores of the researchers and faculty members, it is palpable that there are significant differences between Researchers and faculty members in the purpose of library visit.

- From the statistical analysis, it is proved that 20.43 percent of the faculty members are highly satisfied with the library services, 70.87 are satisfied and 8.70 percent of them are not satisfied with the library services.

- Majority (57 percent) of the researchers is highly satisfied with the library services, 30 percent are satisfied and 13 percent of the researchers are not satisfied with the services provided by the library.

- By comparing the mean scores of the researchers and faculty members, it is evident that the researchers of all the faculties of the university have better opinion about the library services than the faculty members.
• The results indicate that 14 percent of the faculty members are highly satisfied with the existing information sources, 75 percent of them are satisfied and 11 percent of the faculty members are not satisfied with the information sources.

• 32 percent of the researchers are highly satisfied with the information sources available in the library whereas the majority (68 percent) of the researchers is satisfied with the information sources.

• By comparing the mean scores of the researchers and faculty members, there is significant difference in the satisfaction about the various information sources available in the library.

5.4 DISCUSSIONS

Information seeking behaviour studies related to the researchers and faculty members had been and have been conducted at various part of the world from time to time, which are studied thoroughly and presented in the review of literature and the findings of those studies coincide and differ with this study.

The present study reveals that the majority of the respondents visits the library daily and finds the books and periodicals as excellent source of information. The less used sources are encyclopedia, patents, reports, directories, abstracting and indexing journals and unpublished sources. Most of them were satisfied with the library collections and services.

The present study also indicates that most of the respondents searched for their required information/documents on their own and others with the help of the library staff and catalogue/OPAC and e-resources are moderately used by the respondents.

On the basis of foregoing discussion, the following conclusions are made regarding the information seeking behaviour of the researchers and faculty members. The faculty members are academically performing well and the researchers are enriching
knowledge by using library resources. The sample is well versed in using online databases, search engines and portals in getting their required information apart from utilizing OPAC. The suggestions received from the respondents are as follows: extend the working hours of the library, increase the number of books issued, extend due dates through mobile phone by sending messages, arrange books in an order for easy location in neat and clean cupboards, provide high speed internet connectivity, access the e-resources round the clock and air condition the entire library.

The sample needs current information for teaching and research. General awareness and writing articles are the main purposes for seeking information. Books, journals, e-resources, E-mail and social networking sites are the most privileged sources of communication. The users visit the library for access current journals, reading newspapers, utilizing reprographic services and issuing/returning books. The respondents were fully aware of the available resources in their fields and were highly satisfied with the services of the library. Through this study it was proved that information needs could be the driving force leading to information seeking. User awareness programs are conducted to motivate the sample to use e-journals. It is concluded that the implementation of knowledge management techniques and introduction of innovative services for easy retrieval would create a favourable environment in reading and maximizing the research output.

5.5 RECOMMENDATIONS

Based on the findings of the present study the investigator suggests the following recommendations to bring about the changes in the library functions and services

- It is high time that the university administrators and library committee members are very careful towards collection building and create awareness among the
researchers and faculty members about the importance of library for creating new society.

- Preservation and digitization policy should be framed to save rare and costly books.
- The result of the study reveals that information seeking behaviour and its dimensions are all associated with academic performance. Concentration should be on enhancing the new collection of documents and new retrieval strategies to improve the maximum utilization of the library by the user.
- The bandwidth of the network service provider should be increased to access the e-resources from home by the faculty members and the researchers (24 hour access).
- Librarians should take the initiatives to procure websites for the benefit of the users and allow them for free access.
- The users find it easier to utilize digital resources. So, instead of purchasing more and more printed books, focus should be on digital resources. Setting up a digital library, would help the universities pacing with the world.
- Faculty members should utilize the Internet facility on priority basis
- Internet is an ocean of information. So, effective navigation process may be created to retrieve reliable information.

5.6 SUGGESTIONS

The following suggestions are arrived for future research.

- Studies on the information seeking behaviour of undergraduates and post graduates of various institutions can be conducted.
- Future research can examine the information needs and seeking behaviour of physically challenged.
• Comparative studies can assess the information seeking behaviour of researchers of two or more universities.

• Studies can be conducted to find out the information seeking behaviour of professionals and teacher educators.

• Future research should focus on the retrieval process and information needs of the researchers while using e-resources.

5.7 CONCLUSION

Libraries are the reservoirs of knowledge. Knowledge is a distinguishing characteristic of human being and it is transmitted from one generation to another. Knowledge society has gained prominence due to the advances in technology and its applications. This society has to address issues about how information and ideas are to be created and adopted at an accelerating speed.

Universities are the higher learning centers and are known for their knowledge creation by conducting multidisciplinary research, following innovative teaching methods and collaborative learning strategies. Information flow on all sides creates accumulation of information called information explosion and this information explosion brings changes in the users’ information needs.

Many academicians and students specialize in more than one branch while doing dual degrees. So, they require additional resources. Hence the Librarians ought to think about new exciting means to quench the thirst of these users with the help of information technology. Involvement of users in the development plan of library infrastructure and services would certainly enhance the utilization of the library resources. User-centered libraries are greater blessings than system-centered ones. Resources and services of the library must cater to the users requirements so that complete satisfaction as per research is achieved.
The users make use of the resources for the personal growth and nation building activities. Hence it is necessary to conduct user studies on regular basis and to get feedback from the users to evaluate the existing services and introduce new services.

Based on this study, the libraries have to provide the facilities of accessing the e-resources round the clock, high speed internet connectivity, build more digital resources and extend the working hours.

The users are well interested in utilizing e-resources and digitized documents for retrieving information swiftly. Hence it is the need of the hour to introduce innovative services, document delivery system and disseminate information to quicken the retrieval of information. The results of the research would help us on developing new systems and strengthening the process of digitization to accommodate the various needs of the empowered youth and provide better access to the resources and services of the university library. Conducting awareness programs among the researchers and faculty members will enhance the utilization of the resources. The significant role of librarian is to provide efficient and effective service to the user at the right time by reducing the real time by facilitating the services as user friendly. Let us walk towards the digitized world with innovative library services.