CHAPTER V

SUGGESTIONS AND CONCLUSION

The following suggestions and conclusion have emerged out of the interpretation of the analysed data dealt in Chapter III and the major observations and findings arrived in the Chapter IV. The suggestions offered by the researcher are in consonance with the objectives and hypotheses enumerated in Chapter I of this thesis.

While the review of literature on IT and information seeking behaviour reveals that Corporate Library Users are positive and favour Information Technology for information seeking purpose, this study also confirms such a trend. Though, there are certain constraints on the whole, suggestions are made for improvement in this Chapter.

The suggestions have been presented as follows:

1. Suggestions relating to Corporate Libraries
2. Suggestions relating to Corporate Library Users
3. Suggestions relating to IT based Library Services
4. Suggestions relating to Internet
5.1 CORPORATE LIBRARIES

Corporate Library Infrastructure

In the age of information revolution, as there are still some companies surveyed lack separate organised library, top priority should be accorded for separate organised libraries with qualified and skilled library staff for the ultimate benefits of corporates, irrespective of the Corporate Category as there is no significant relationship between Library Infrastructure availability and their Corporate Category.

Corporate Library IT Infrastructure

As there are some corporate libraries which do not have IT infrastructure it is emphasised that proper planning and implementation of IT infrastructure is to be given priority or else they will be left behind. Immediate action is need of hour to correct the situation as corporate library users favour IT application to satisfy their information need and seeking.

As Corporate Library Users are comfortable with using the Corporate Library IT infrastructure available, regular and continuous introduction of new Information Communication Technology (ICT) oriented infrastructure in the library is to be considered favourably so that the users benefit most which in turn would result in better employee performance.
Corporate Library Collections

Importance to various Corporate Library collections require uniform treatment and users to be re-oriented as there is significant difference between mean rank assigned towards various collections so that nothing important is neglected by users.

Electronic / Digital Collection Development in Corporate Libraries

As majority of the corporate library users use and search into electronic / digital information sources regularly, corporate libraries’ collections need to be strengthened with such sources. Library collection development budget should have a separate provision for Electronic / Digital Collection addition, Subscription to online access to E-Journals, Databases etc.

5.2 CORPORATE LIBRARY USERS

As corporate library users in general are well qualified, skilled, experienced, belong to important departments of work like R&D and Technical, serve at important levels of management their information seeking behaviour needs careful assessment and solutions provided.

As, there is significant relationship between Corporate Library Users’ information needs, frequency of information collection and their level of staff structure and their information requirement need to be assessed according to their level and trained so that they can better be satisfied on their information needs.
As there is significant difference between mean rank assigned towards Internal Sources of information the Collections of Corporate Libraries need thorough assessment and strengthening.

As Internet topped corporate library users’ sources of information, both Internal and External, as Internet is the most used and most frequently used IT based service, as Corporate Library Users are able to use Internet and its resources satisfactorily and effectively, it is evident that Internet is of prime importance to Corporate Library Users. At the same time, it should be borne in mind that other information channels / sources are given due importance objectively and not pushed to background and thereby avoid over dependence on Internet leaving important channels and sources behind.

5.3 CORPORATE LIBRARY SERVICES

Computerised Library Services

As there is significant difference between mean rank assigned towards various Computerised Library Services by corporate library users, proper orientation is required towards all computerised Library services so that the difference is brought down.

New / Innovative Computerised Library Services

Introduction of new / innovative computerised library services by Corporate Management that facilitate easy and faster access to information, reduce the time of search for information are suggested as majority of the corporate library users favour them free of cost.
5.4 INTERNET

As mentioned earlier, Internet tops corporate library users’ sources of information, both Internal and External. Internet is the most used and most frequently used IT based service. It is very much evident that Internet has clearly occupied a prime slot in the scheme of things of Corporate Library Users information seeking behaviour.

Hence, uninterrupted connectivity through leased lines and Broad band are suggested for round the clock access and use.

5.5 CONCLUSION

Information Technology is an agent of change that has come into being in the library and information centres to produce positive results. It is evident both in the literature and also from this study that Application of Information Technology brings wide ranging benefits for the information seeker viz., Easy and Faster Access to Information, Easy and Faster Delivery of Information, Remote Access, Time Saving etc. Such potential of Information Technology need to be tapped and exploited for better Corporate Library and Information Services for the benefit and satisfaction of corporate library users and corporate performance.

5.6 DIRECTIONS FOR FURTHER RESEARCH

The present study has had its limitations and therefore a number of issues could not be dealt with, and so it gives rise to certain topics that can be
further studied in detail with reference to Impact of IT on the Information Seeking Behaviour, which are listed below:

1. Impact of IT on the information seeking behaviour of Corporate Library Users covering full geographical area of different States of India, different regions of India.

2. Impact of IT on the information seeking behaviour of users of academic and public library systems in comparison with Information Seeking behaviour of corporate library users.

3. Impact of IT on the information seeking behaviour in relation to Corporate library users’ performance.

4. IT oriented Information System and their impact on corporate library users’ productivity and corporate profit.

5. Cost benefit analysis of impact of IT oriented information systems and services.

The above studies will contribute to a comprehensive understanding of impact of information technology on the information seeking behaviour.