Information Seeking Behaviour of Library and Information Science Professionals in India

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Abstract: **The research paper is discussing the various attitudes and behaviour to seek information received through internet from 100 library and information science (LIS) professionals having different designations in various organizations of different states in India. In technological modern era, this research is helpful to user to keep themselves updated and to provide the detail study and information regarding how many the innovative services like library software, classification and cataloguing schemes, RFID systems and Barcode system are used in library. It also indicating a detailed study on which types of information sources are available in library, which information services are provided and with the access of internet, user can get various information as per their requirements. Further, its showing details study which policy (system) is adopted to attract the more users.**

Keywords: **Information seeking behaviour, Information sources, Information services, Internet use, Library and Information Science (LIS) professionals in India**

I.   Introduction

Information seeking behaviour is one of the important areas in user studies for library and information science professionals. The motives and purposes of users give rise to information use and requirements to satisfy such needs and requirements, users adopt many ways and means of accessing and searching source of information. Library professional should have a clear understanding of their users' needs and their information seeking behavior. Unless the needs are precisely determined, it is difficult to satisfy their requirements and develop an appropriate information system. Hence, identifying information needs and determining information seeking behavior of users is the crux of the problem for the development of library and information system.

II.   Objectives

- To find out the information resources used in various libraries.
- To explore the use of information technology.
- To study the present services.

III.   Research Methodology

Questionnaire was used to collect the relevant data from the library and information science (LIS) professionals in India. LIS has revealed many important facts and enabled the investigators in making some important suggestions for the overall improvement of library facility and services. In this paper an attempt has been made to analyze and interpret the data

collected on information seeking behaviour by LIS. This well structured online questionnaire was prepared through Google Drive in www.docs.google.com and distributed by e-mails and online chat in LIS Forum to library and information science professionals in India. The library and information science (LIS) professionals were expected to answer each and every question along with their opinion on the information seeking behaviour. The collected data are in the form of tables, figures and analyzed by using a simple method of calculation.

IV. Data Analysis and Discussion

Table-1. Gender.

Gender	Respondent	Percentage
Male	64	64%
Female	36	36%
Total	100	100%

Table-1 shows the gender wise library and information science (LIS) professionals. In different states library and information science (LIS) professionals in India out of that 64 (64%) are Male and 36 (36%) female.

Table-2. Age Group (In Years).

Age Group	Respondent	Percentage
21-25	18	18%
26-30	8	8%
31-40	51	51%
41-45	15	15%
46-50	4	4%
51 and above	4	4%
Total	100	100%

Table-2 is given regarding the age that is very interesting to know that out of that 100 library and information science (LIS) professionals there are 18% respondent 21-25 age group, most of the 59% respondent are from the age group 31-40, 15% respondent are 41-45 age group, 4% respondent is under 46-50 age group and 4% respondent are under the 51 and above age group.

Table-3. Experience(In year group).

Experience	Respondent	Percentage
0-5	23	23%
10-Jun	38	38%
15-Nov	22	22%
16-20	7	7%
21-25	6	6%
26-30	1	1%
31-35	2	2%
36-40	1	1%
Total	100	100%

It is observed from the Table-3 that most of the 38% respondent have rich experience of 6-10 year group, 23% are 0-5, 22% are 11-15, 7% are 16-20, 6% are 21-25, 1% are 26-30, 2% are 31-35 and 1% respondent experience are 36-40 year group.

Table-4. Designation.

Designation	Respondent	Percentage
Chief Librarian	8	8%
Librarian	49	49%
Dy.Librarian	3	3%
In-charge Librarian	4	4%
Assistant Librarian	15	15%
Assistant Professor	1	1%
Semi Professional Assistant	1	1%
Sr. Library & Inf. Assistant	1	1%
Librarian & Information Officer	1	1%
Technical Assistant	1	1%
Sci./Engr. (LIS)	1	1%
Library Web Designer	1	1%
Library Assistant	8	8%
Library Attendant	2	2%
Library Trainee	2	2%
Library Restorer	1	1%
Library Clerk	1	1%
Total	100	100%

Table-4 display the designation wise distribution of respondents, in which the Chief Librarian amount to 8%, most of the 49% respondent are Librarian, 3% Dy. Librarian, 4% In-charge Librarian, 1% Assistant Librarian, 1% Semi Professional Assistant, 1% Sr. Library & Inf. Assistant, 1% Librarian & Information Officer, 1% Technical Assistant, 1% Sci./Engr. (LIS), 1% Library Web Designer, 8% Library Assistant, 2% Library Attendant, 2% Library Trainee, 1% Library Restorer and 1% respondent are Library Clerk.
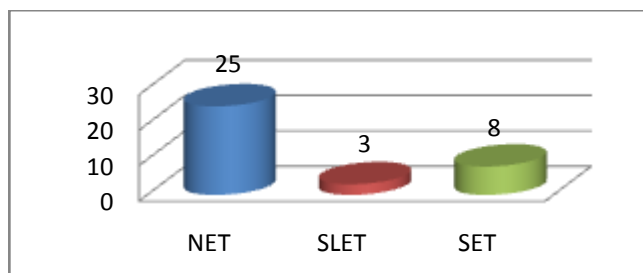
Table-5. Education Qualification.

Education Qualification	Responses	Perc. %	Education Qualification	Responses	Perc. %
B.A.	22	7.69	M.Phil.	15	5.24
B.Com	8	2.8	M.Phil. Pursuing	1	0.35
B.L.I.Sc.	44	15.38	M.Sc.	3	1.05
B.Sc.	18	6.29	M. Com.	6	2.1
B.Ed.	1	0.35	Ph.D.	11	3.85
M.Phil	7	2.45	Ph.D.Pursuing	22	7.69
M.A.	22	7.69	LLB	2	0.7
M.L.I.Sc.	85	29.72	Other	16	5.59
M.L.I.Sc. Pursuing	3	1.05	Total	286	100.00

Table-5 about qualification wise distribution of responses. The highest response has come from M.L.I.Sc.-85(29.72) and second highest has from B.L.I.Sc. 44(15.38), B.A.-22(7.69), B.Com-8(2.80), B.Sc.-18(6.29), B.ed-1(0.35), M.Phil-7(2.45), M.A.-22(7.69), M.L.I.Sc. Pursuing-3(1.05), M.Phil.-15(5.24), M.Phil. Pursuing-1(0.35), M.Sc.-3(1.05), M.Com.-6(2.10), Ph.D.-11(3.85), Ph.D.Pursuing-22(7.69), LLB-2(0.70) and 16(5.59) respondent are other qualification.

Table-6. Other Qualification.

Other Qualification	Respondent
NET	25
SLET	3
SET	8

Fig.1   Other Qualification

Table-6 & Fig.1 show other qualification wise distribution of respondent. Out of 100 respondents, 25 respondents are NET qualified, 3 respondents are SLET qualified and 8 respondents are SET qualified.

Table -7. States LIS Professionals of India.

State	Respondent	Percentage	State	Respondent	Percentage
Andhra Pradesh	1	1%	Maharashtra	41	41%
Assam	1	1%	Odisha	1	1%
Delhi	4	4%	Punjab	2	2%
Gujarat	20	20%	Rajasthan	2	2%
Haryana	2	2%	Tamilnadu	4	4%
Jammu and Kashmir	1	1%	UP	6	6%
Karnataka	6	6%	UT of Dadra & Nagar Haveli	1	1%
Kerala	4	4%	Uttarakhand	2	2%
MP	2	2%	Total	100	100%

Table-7 reveals state wise responses of library and information science (LIS) professionals in India. The highest response has come from Maharashtra 41% and second highest has from Gujarat 20%, 1% Andhra Pradesh, 1% Assam, 4% Delhi, 2% Haryana, 1% Jammu And Kashmir, 6% Karnataka, 4% Kerala, 2% MP, 1% Odisha, 2% Punjab, 2% Rajasthan, 4% Tamil Nadu, 6% UP, 1% UT of Dadra & Nagar Haveli and 2% respondent are Uttarakhand.

Table-8. Library Staff Information.

Library Staff	Respondent	Percentage
Professionals	674	64.56%
Non Professionals	370	35.44%
Total	1044	100.00%

Table-8 shows library staffs details, in which 674 (65%) respondent are professionals and 370(35%) respondent are non professionals.

Table-9. Classification scheme use in the library.

Classification Scheme	Respondent	Percentage
CC	6	6%
DDC	86	86%
UDC	5	5%
Self devised	3	3%
Total	100	100%

Table-9 shows that use classification scheme in the library. The highest 86% respondent are using DDC, 6% are use CC, 5% are use UDC and 3% are use self devised.

Table-10. Cataloguing scheme use in the library

| Cataloguing Scheme	Respondent	Percentage
AACR2	74	74%
CCC	4	4%
Self devised	22	22%
Total	100	100%
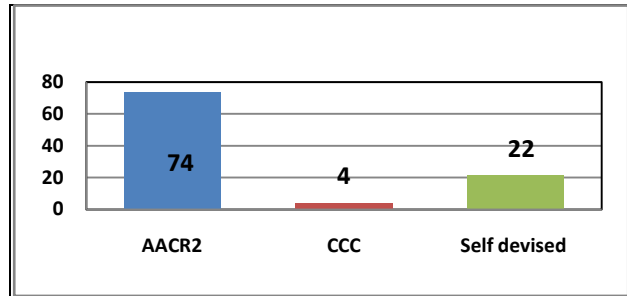
Fig.2   Cataloguing Scheme

Table-10 & Fig.2 show that use cataloguing scheme in the library. The highest 74% respondent are using AACR2, only 4% using CCC and 22% respondent are use self devised cataloguing scheme.

Table-11.Software use in the library

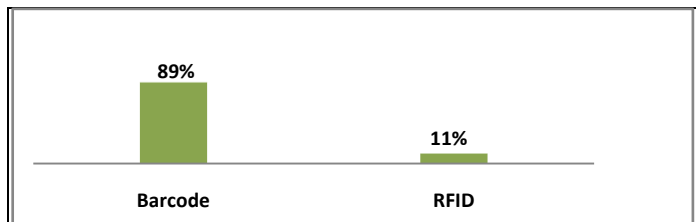| Software	Respondent	Percentage
SOUL 1.0	4	4%
SOUL 2.0	21	21%
DLib	1	1%
ERP	4	4%
KOHA	8	8%
NewGenLib	3	3%
Library Manager	7	7%
Other	52	52%
Total	100	100%
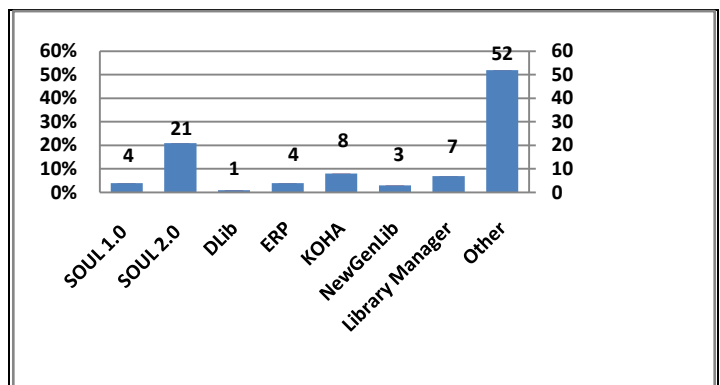
Fig.3 Software Used

Table-11 & Fig.3 show that which software use in the library. The highest 52% respondent are use other software, in which Alice for Windows, Autolib, flir, Riddhi, Libsys7, Nettlib, Librarian Nano, E-Granthalaya, Easylib, AIMS, Slim 21, Libware, Libraria, Brainstorming, ETH, SoftLib, Library Management System Software, Delplus by Delnet, QSNET by NIIT, E-Librarian, Vidhya Library Solution and Libsuite software included. Second highest 21% SOUL 2.0, 4% SOUL 1.0, 1% DLib, 4% ERP, 8% Koha, 3% NewGenLib and 7% respondent are using Library Manager Software.

Table-12. System use in the library

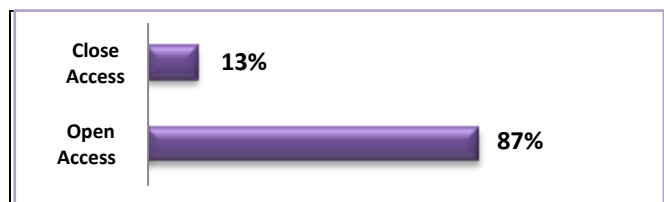| Library System	Respondent	Percentage
Barcode	89	89%
RFID	11	11%
Total	100	100%

Fig.4   Library System

Table-12 & Fig.4 show the most of 89% respondent are use Barcode system in the library and 11% respondent are using RFID system.

Table-13. Library shelf system

Shelf System	Respondent	Percentage
Open Access	87	87%
Close Access	13	13%
Total	100	100%

Fig.5   Shelf System

Table-13 & Fig.5 show that manage shelf system in library. 87% respondents are using open access and only 13% respondents are using close access system.

Table-14. Information sources available in library.

Information sources	Responses	Percentage %
Books	100	7.93
Journals/Magazines	95	7.53
Theses/Dissertation/ Projects/Technical Reports	76	6.03
Conference /Workshop/ Seminars Proceedings	52	4.12
Patents/Standard	19	1.51
Yearbook /Handbook	72	5.71
Encyclopedias	78	6.19
Dictionaries	96	7.61
Directories	50	3.97
News Papers	98	7.77
New Paper Clipping Files	74	5.87
Exam Papers	74	5.87
Syllabus	79	6.26
Pamphlets	38	3.01
Publisher Catalogues	75	5.95
CD/DVD	97	7.69
E-resources	88	6.98
Total	1261	100.00

Table-14 shows that responses of information sources available in library. The highest 100 responses for books, 98-News Papers, 97- CD/DVD, 96- Dictionaries, 95- Journals/Magazines, 88-E-resources and only 19 responses for Patents/Standard.

**Table-15. Information services available in library.**

Information Services	Responses	Percentage %
Circulation (Issue/Return)	100	13.30
E-mail Alert	52	6.91
Content Alert services	29	3.86
Content of Journals/Magazines	54	7.18
Content of Books	39	5.19
Internet	89	11.84
Wi-Fi	56	7.45
Display of New Arrivals	85	11.30
Notice Board Service	87	11.57
Inter Library Loan	58	7.71
Electronic Document Delivery Service	33	4.39
Newspaper Clipping	70	9.31
Reference Service	90	11.97
Photocopy (Reprography)	76	10.11
CAS: Current Awareness Services	62	8.24
SDI: Selective Dissemination of Information	44	5.85
Library OPAC / Web OPAC	86	11.44

Cataloguing	64	8.51
Indexing and Abstracting	31	4.12
User Education	72	9.57
Resource Sharing	51	6.78
Library Blogs	16	2.13
Library Services through Social Network	22	2.93
Other	4	0.53
Total	752	100.00

Table-15 show that information services available in the library in which highest responses 100(13.30) are Circulation, 90(11.97) are Reference Service, 89(11.84) are Internet and only 56(7.45) are Wi-Fi.

Table-16. Different languages books in library.

Languages	Responses	Perc. %
Hindi	54	27.14 %
English	99	49.75 %
Other	46	23.12 %
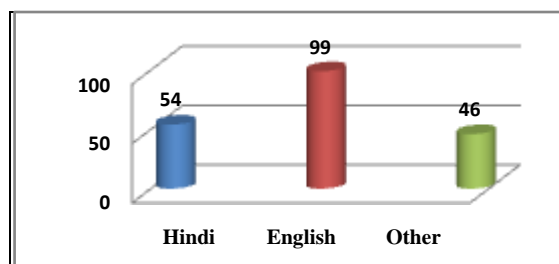
Fig.6   Languages

Table-16 & Fig.6 show that Different languages books in library. The highest 99(49.75) responses are English, 54(27.14) Hindi and 46(23.12) responses are other languages, in which Gujarati, Tamil, Malayalam, Urdu, Kanadda, Punjabi, Sanskrit, Jain, Prakrit, German, French, Persian and Arabic.

Table-17. Information access from internet.

Information access from internet	Responses	Percentage %
Bibliographical information	70	4.60
Online purchase books	61	4.01
Online books price verify	83	5.45
Journal/ Magazines subscription	85	5.58
Access publisher catalogues	77	5.06
Fellowship/Scholarship	30	1.97
Research work	72	4.73
Placements/Job opportunities	48	3.15
Product profile	38	2.50
Access online databases	66	4.33
Entertainment	38	2.50
Forums for discussion	49	3.22
Publishing	44	2.89
Downloading programs	56	3.68
Professional developments	67	4.40
Online shopping	35	2.30
Social networks	57	3.74
Patents and standards	22	1.44
Research abstracts	51	3.35

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Research articles	67	4.40
Software based information	59	3.87
Research reports/Project	51	3.35
Career planning	45	2.95
Proceedings	37	2.43
Resource sharing	45	2.95
Blogs	34	2.23
Training/Workshops/Conferences/Seminars	78	5.12
Means of Communication with professionals	57	3.74
Other	1	0.07
Total	1523	100.00

Table-17 shows that different information access from internet, in which highest responses 85(5.58) are Journal/ Magazines subscription, lowest 22(1.44) are patents and standards and 1(0.07) are other type of information access from internet.

Table-18. Internet connection available in library.

Internet Connection	Respondent	Percentage
Yes	100	100%

Table-18 show that 100% respondent are Internet connection available in library. Thus, all libraries have internet connection.
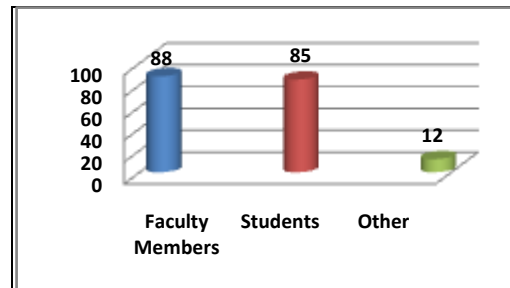
Table-19. Internet service for users.

Internet services	Respondent	Percentage
Yes	94	94%
No	6	6%
Total	100	100%

Table-19 shows out of 100 respondent 94% are internet services extended to users and only 6% respondent are not provide internet service to users.

Table-19.1 Internet service extended to users.

Included Users	Respondent	Percentage
Faculty Members	88	93.62%
Students	85	90.43%
Other	12	12.77%

Fig.7   Included Users

Table-19.1 & Fig.7 show that 94% respondent internet service extended to user in which 88(93.82%) for faculty members, 85(90.43%) for students and 12(12.77) for other (Ph. D. Scholars, Research Scholars, Scientists, Engineers, Technical community, Research Teams, Non Teaching Staff) users.

Table-19.2 Reasons for not extend internet services to users.

Reasons	Respondent	Percentage
Dedicated to library activities only	4	66.67%
Internet service being provided by other department	2	33.33%
Total	6	100%

Table-19.2 show that total 6 respondent are not extend internet services to users for the reasons in which 4(66.67%) have reason dedicated to library activities only and 2(33.33%) have reason Internet service being provided by other department.

Table-20. More users attract policy in library.

Library policy for attract more users	Responses	Percentage %
By making the library more high technology	86	23.89
By providing users extra ordinary information on every possible field	78	21.67
By extending the date of returning issued material	41	11.39
CD/DVD maintains or amplifies such Books, Movies, Games, and G.K. etc…	57	15.83
Competitive exam related to collection books	63	17.50
General Mother tongue from the collection	35	9.72
Total	360	100.00

Table-20 shows that more users attract policy most important question in field of library professional, in which show responses see the table.

V.   CONCLUSION

- The majority of the library and information science (LIS) professionals are male 64% and 36% are female.
- About 77% respondents are less than 40 year of age group which shows they are quite young exhibiting ability to work ardently.
- Maximum 38% LIS professionals have 6-10 years experience.
- Highest designation 49% is Librarian.
- LIS professionals are well qualified Master of Library and Information Science(MLISc.) 85% and NET qualified 25 Respondents.
- Maximum 41% respondents are from Maharashtra state.
- Library employees 64.56% are professionals and 35.44% are non-professionals.
- Mostly 86% using DDC for classification scheme and 74% using AACR2 scheme.
- Other software 52% respondents are using for library automation.
- Maximum libraries have 89% Barcode system and only 11% respondents are using RFID system.
- Information sources in libraries are 100% books, 97% CD/DVD, 96% dictionaries, 95% journals/magazines, 88% e-resources and 78% encyclopedias etc.
- Most of books are 54% in English language.
- Highest 85(5.58) responses are journal/magazines subscription details access from internet.
- Internet connection is available in all libraries.
- Internet services 94% LIS professionals extended to users. In which 93.62% extended to faculty members and 90.43% extended to students.
- Only 6% respondents are not providing internet service to users.
- Policy for more users attract to the library, in which highest 86(23.89) responses are by making the library more high technology and lowest 35(9.72) responses mother tongue from the collection.

SUGGESTIONS of LIS Professionals

- Information seeking behaviour is very good topic for your research. Must try to solve the problems which are faced by librarian during their profession

- Act as a librarian & guardian to manage and organize the library. Handle the specialized tasks of various library software and massive digitization, storage, access, digital reference services, electronic information services, search co-ordination and manage the archive and its access to ultimate patrons.
- User training is most important work for use of library resources.
- Providing textbooks and reference books to faculties and students for their updated knowledge regarding their subject and filed.
- Books are for use it is our first law for library according to it we should satisfy users according to their needs first. Although we have limited sources in our library but we can access every information through network and other social sites user satisfaction must. Work should be divided according to qualification and the work proficiency of the lib workers and timing so they can do their work interestingly.
- Library takes book talk, book exhibition for students.
- We also arrange an extra library activist to our students and faculties. We giving more but due to new technology some restrictions are there. Our forum is the best sources for there.
- Our library provides students night library facility, book bank facility, over night book issue, digital library, reference library, display catalogue.
- Library staff professionals should keep themselves with latest knowledge about gadgets, technology and professional knowledge, attending technical workshops, training courses, seminars, conferences, with full enthusiasm, zeal and dedicated spirit.
- Fulltime staff required to give better services to the users.
- We use to provide all the services to the users in any format the required at the year desk top.
- Libraries should be hub of all activities.
- Information seeking behaviour of librarian is also based upon the need of the library users.

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