Online Information Seeking Behaviour of Users of District Central Library, Tirunelveli: A Survey

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Abstract – The object of this survey is to focus on the use of electronic information by the users of District Central Library, Tirunelveli. To-day, we are living in a world of internet. Internet enters every house of the world. More than half of activities of a man are being done by internet. Booking of a ticket for a bus or a train is done at home through internet. To apply for a job in Private or government, online application is required. All most, all results of school exams, Recruitment exams published in internet. In such a situation, public libraries are also expected to provide the readers to make use of online information. District Central Library providing the online information service to the readers since 2005. The object of this survey is to examine the level of satisfaction realized by the readers regarding online Information service.

Keywords: Public Library, Usage Pattern, Information Seeking Behaviour, Internet Usage, Tirunelveli Central Library

I. Introduction

Information is required for any activity in day-to-day operation of human life. Information needs of readers may be 'categories needs' or 'perceived needs', 'Actual needs' or 'idealized needs', 'Immediate needs' or 'deferred needs' and 'continuous needs' or 'discrete needs', 'regular needs' or 'irregular needs'. Information needs of users may be 'expressed needs' or 'Unexpressed needs'. Information needs may be expressed in terms of time, (i.e. urgency, content, and quantity of information). Information needs can be classified as needs for single facts or Exhaustive information, Up-to-date or Historical or technical or Business information. All information needs of users may be satisfied by the installation of internet in a library or in a home.

II. Review of Related Studies

The user survey identified the information and resources that our students used often and some of their needs that were not being well addressed to. The findings of the user survey laid the excellent base of the redesign of the current library website as well as the design of a mobile version of it.

Ebru bozpolat determined that the reading habits and attitudes of senior students enrolled at the Faculty of Education. The study group includes 242 students studying at the departments of Elementary Education and Turkish Education Faculty of Education in Cumhuriyet University. Gudrun Oberprieler, Ken Masters & Trevor Gibb's article reported on three years of experience with a training model in the Faculty of Health Sciences, University of Cape Town, in providing IT/IL skills to a diverse group of students in South Africa. It provided an evaluation of the activities and discusses the possible advantages of the methodology. Jid Shaheen, Anwar Mumtaz Ali and Eisenschitz Tare did their research in Agricultural Libraries. A questionnaire based survey of five major agricultural libraries in Malaysia was conducted. It was found that the adequacy of collections, services and facilities were closely linked to the perceptions of library effectiveness. Lorrie A Knight paper described the process and presents the results of a case study of assessment of library instruction for first-year students. Suggestions as to how assessment can lead to the development of good practices in both instruction and evaluation are given. Melanie Parlette and Vivian Howard examined the reading habits and experiences of first-year undergraduate students at Dalhousie University and the University of King's College in Halifax, Nova Scotia, Canada. This study suggested that reading for pleasure was a well-established habit amongst many first-year undergraduate students. Ping Sun and Hannelore B Rader make clear that the role of academic libraries was changing and expanding in China. Education reform in higher education had initiated many changes in the universities. The author discussed the full range of decision-making criteria used in selecting materials to be transferred into such facilities, their rationale and liabilities. The physical impact of remote library storage includes closed/limited access, collection disassembly, user inconvenience/lower productivity, and usage decline. Ti Yu study explored how Taiwanese college and technical institution libraries familiarize users with library facilities and information

resources. Analyses based on the survey findings are made and suggestions centered on the analysis results are provided to interested fellow librarians in Taiwan. Library educators at four academic libraries are using distance-education technologies to learn how to design and build web-based interactive multimedia sites of library-user education.

III. Objectives of The Study

Information technology today has developed rapidly and has had a huge impact on access to information and information seeking behavior of readers.

1. To find out the use of electronic information among the readers of District Central Library;

2. To analyze the satisfaction realized by the users of internet facilities available in the Central Library;

3. To find out the time spent by the readers in using the internet;

4. To find out what kind of information sought by the readers of District Central Library;

5. To find out what methods may be employed for seeking information of users;

6. To find out how the information Technology is adopted by the readers of the District Central Library.

IV. Methodology

Survey method using a questionnaire is employed for the present investigation. Questionnaires are issued to the users of internet for collecting primary data. The size of the sample chosen is Hundred and Fifty. Analysis and Interpretation of Data were done with the help of Excel sheet.

V. Results And Discussion

The Gender wise distribution of Respondent is shown in Table I. Among the 150 respondent, male respondents represent 64% and Female respondents represent 36%. It is observed that Among the 150 respondents. Male respondents are higher than Female respondents.

Table I Gender Wise Distribution of Respondents

S.No.	Gender	No.of. Respondents	Percentage
1	Male	96	64
2	Female	54	36
	Total	150	100

Source: Primary data

Age wise Distribution of respondents shown in the above Table II. Among the 150 respondents, 52% respondents are belonging to the age category of 20-30 who mostly used the internet facility available in the District Central Library. 24% respondents represents 10-20 age group 14% respondents represents the age group to 30-40. The last percentage usage group used internet is 10% represent the age 10 and above.

Table II Age Wise Distribution of Respondents

S. No.	Age	No.of Respondents	Percentage
1	10 – 20	36	24
2	20 – 30	78	52
3	30 – 40	21	14
4	40 and above	15	10
	Total	150	100

Source: Primary data

Readers spent the time for using the internet shown in the Table III. 82% respondents using internet for an hour during day 12% respondents using internet for two hours a day. 4% respondents availing internet facility for 3 hours. Only 2% respondents using internet for more than 3 hours.

Table III Time Spent in Internet Per Day

S. No	Hours spent in internet	No.of respondents	Percentage
1	1 hour	123	82
2	2 hour	18	12
3	3 hour	6	4
4	More than 3 hours	3	2
	Total	150	100

Source: Primary data

The purpose of seeking information shown in the above Table IV, 24% of respondents using internet for Academic references. 26% respondents using net for applying jobs and finding results. 22% of respondents availing the service for writing articles and for preparing and presenting seminars. 20 of respondents using internet for entertainment purpose. 8%respondents using net for Business information.

The Table V show that the percentage of respondents using search engines for seeking their information. 84% of respondents using Google Search for their requirement. 12% respondents using Yahoo search and 2% using Altavisa and the remaining 2% using Khoj search engine. It is observed that majority of readers using Google search other than the other search engines.

A. Thirumagal and A. Muthukrishnan

TABLE IV PURPOSE OF SEEKING INFORMATION

S. No	Purpose	No.of Respondents	Percentage
1	Academic reference	36	24
2	Applying for Jobs	39	26
3	Articles writing	33	22
4	Entertainment	30	20
5	Business	12	8
	Total	150	100

Source: Primary data

TABLE V USE OF SEARCH ENGINES

S. No.	Search Engine	No.of respondents	Percentage
1	Google	126	84
2	Yahoo	18	12
3	AltaVista	3	2
4	Khoj	3	2
	Total	150	100

Source: Primary data

TABLE VI USE OF E-MAIL

S. No.	Opinion	No.of respondents	Percentage
1	Yes	138	92
2	No	12	8
	Total	150	100

Source: Primary data

This below Table VI shows that, 138 respondents having their own mail id. Only 12 respondents are not having mail id.

VI. CONCLUSION

Borrowing books from the Public Library is one of the most routine works. Developing information technology has slowly moves from traditional paper-based environment to networked electronic one. Now-a-day, a huge number of global information properties are available in Public Libraries now. It is observed that the library has 8 systems with a very good Internet Connectivity. The age group between 20-30 using internet for searching job opportunity. The library staff should train all type of users for making familiar in the Internet.

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