Information Seeking Behaviour of the Users of Hardayal Municipal Heritage Public Library (Chandni Chowk) : A Study

Pramod Kumar Paswan[*]

[*]Research Scholar (PhD), Department of Library & Information Science, University of Delhi,
Pramoddu250@gmail.com

Abstract

The purpose of the study to investigate the information needs and information seeking behavior of Hardayal Municipal Heritage Public Library. In this paper survey method was used for collection data. The data were collected 260 from users of Hardayal Municipal Heritage Public Library. It was found that male users are more use of information needs and information seeking behavior than female. Mostly users come for preparation of competitive exam, up to date knowledge and also use of library services. Majority users get located information with help of library staff assistance of library. Users get information easily but in some condition also being faced problem i.e. inadequate collection, Lack of skills required to search information, Lack of guidance support of professors and library staff etc.

1. Introduction

Information-seeking behaviour in the context of public libraries is crucial to enhancing resources and services. Information-seeking behaviour describes how people look for and use information to meet a variety of requirements. Particularly for communities without other access points, public libraries are essential for ensuring that everyone has fair access to knowledge (Wilson, 1999). Users come to libraries for a variety of reasons, including education, employment, leisure, and personal growth. Age, educational attainment, digital literacy, and socioeconomic status all have an impact on users' behavior (Case & Given, 2016). Traditional search habits and expectations are changing as a result of patrons' growing reliance on both digital and physical resources as digital technologies advance. According to studies, when faced with difficult queries, many users prefer face-to-face interactionslike speaking with librarians over autonomous searching (Julien & Genuis, 2011). The present era is the information era. Information play a vital role for growth and development of a society (KP Singh et al.). in present time information assume as a super power in over world. Information used in day to day in cultural, economic, social and business life. Information has became a ultimate asset. Now a days we appraisal of person on the basis of wealth of information and knowledge not on their tangible asset. In this contemporary age, person should their information need and various types of information search according his needs and know to him how to implement it.**(Bhatt, Atul)**

2. Literature Review

Bhatt, A., & Trivedi, D. A study examining the information needs and seeking behavior of 80 research scholars from Gujarat University's social science and linguistics disciplines revealed key findings. The majority of scholars sought information for research, knowledge enrichment, and writing papers. They preferred using the university's central library, departmental library, and e-resources, but faced difficulties accessing e-resources and managing information overload. The study recommends that the university library authority tailor its services to meet the needs of research scholars, providing training on e-resource access and information literacy. (1-19)

Pesälä, Samuli, et al. A study compared how the general public and healthcare professionals (HCPs) seek medical information on Lyme disease from internet databases in Finland from 2011 to 2015. The results showed that both groups exhibited similar seasonal patterns in information-seeking behavior, consistent with epidemiological trends. However, the general public's searches showed greater fluctuations, potentially influenced by media coverage. The study suggests that the general public's internet searches could be a useful supplementary source for disease surveillance, but highlights differences in information-seeking behavior between the public and HCPs. (1-11)

Das, Kailash C., and Jeoshnamayee Achary. A research study examined the information needs, information-seeking behavior, and use of electronic resources among research scholars and faculties in universities and research libraries in Odisha. A total of 600 questionnaires were distributed, yielding a 77.33% response rate (464 respondents). The data, collected over eight months in 2014, were analyzed using statistical tools. The study provides insights into the information needs and behaviors of academics in Odisha, highlighting areas for improvement in library services and electronic resource provision. (552-566)

Singh, K. P., Moveen Kumar, and Vanita Khanchandani. This study investigates the information needs and seeking behavior of 120 foreign post-graduate, M.Phil., and Ph.D. students at the University of Delhi. The survey revealed that students' information needs vary by program, with post-graduates seeking program-related information and research scholars seeking information for research and publications. The internet, electronic resources, and books are primary sources of information. However, students face challenges in using library services due to limited staff assistance and inadequate computer facilities. The study's findings can inform the design of tailored library services to support foreign students' information needs. (25-43)

Chopra, Vipan. A study examined the information-seeking behavior of library users in select post-graduate degree colleges in Chhattisgarh, India. The findings revealed that while users prefer printed materials, they also consult online resources for current research. Users were generally satisfied with existing library resources and services but identified areas for improvement, including infrastructure and training on e-resource usage. The study highlights the need for libraries to adapt to changing user needs and provide adequate support for effective information seeking. (90-99)

Thindwa, Theodora, Winner D. Chawinga, and Gift Dube. This study investigated the information needs, sources, and seeking patterns of undergraduate security studies students at Mzuzu University. A mixed-methods approach was used, combining a questionnaire with focus group discussions. The study found that students primarily use the internet for academic purposes, such as completing assignments and research projects. However, they face challenges like limited online information literacy skills, poor internet access, and inadequate computer facilities. The study suggests designing information interventions to enhance students' information search experiences, providing e-support to reduce negative feelings and improve the overall quality of education. (1-10)

Musarezaie, Nasrin, et al. This study explored the relationship between health anxiety and health information-seeking behavior (HISB) among public library users. The results showed that health anxiety, particularly preoccupation with illness, significantly predicts HISB components. Specifically, preoccupation with illness was linked to increased need for health information, diversity of sources, and purposefulness of seeking health information. The study highlights the importance of understanding health anxiety in predicting HISB among library users.(227)
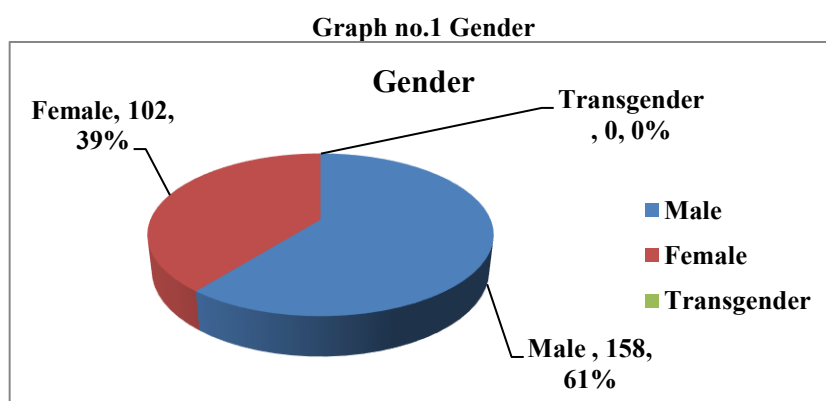
3. Objective of the Study

   i. To know which category visit the library of Hardayal Municipal Heritage Public Library.
  ii. To know purpose of visit the public library.
 iii. To find out services provided by Library.
  iv. To check out location of information.
   v. To know that satisfaction level of information seeking behaviour.
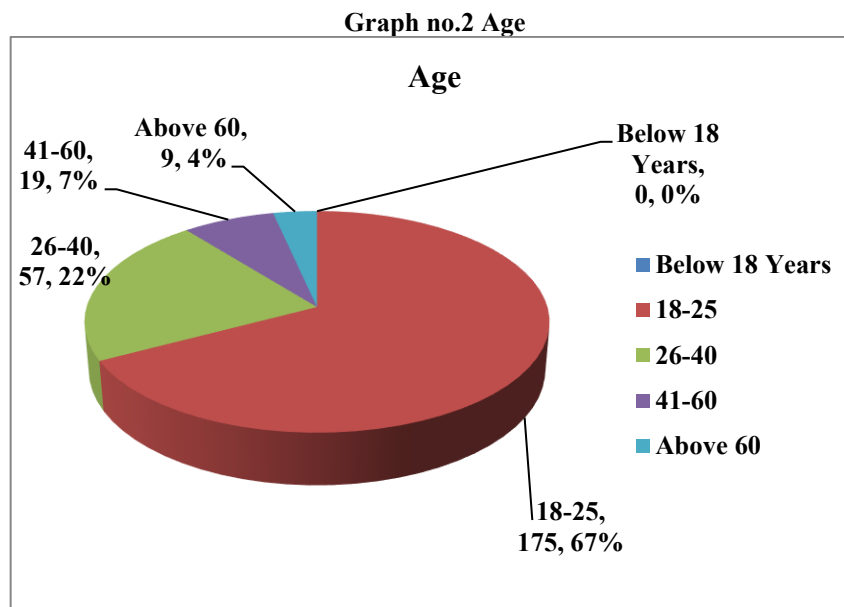 vi. To find out the problem being faced while get information from library.

4. Research Methodology:

For this paper used random sampling and distributed 300 questionnaire and received 26 0(86.6%) duly filled questionnaire. The questionnaire pertinent to user category, Age of Users, purpose of visit Hardayal Municipal Heritage Public Library, Qualification of users, library Services used by users, Document usually read in the library, locate information by users, get information need by whom, Problem faced by you while seeking information from library, Satisfaction level of information seeking from library.
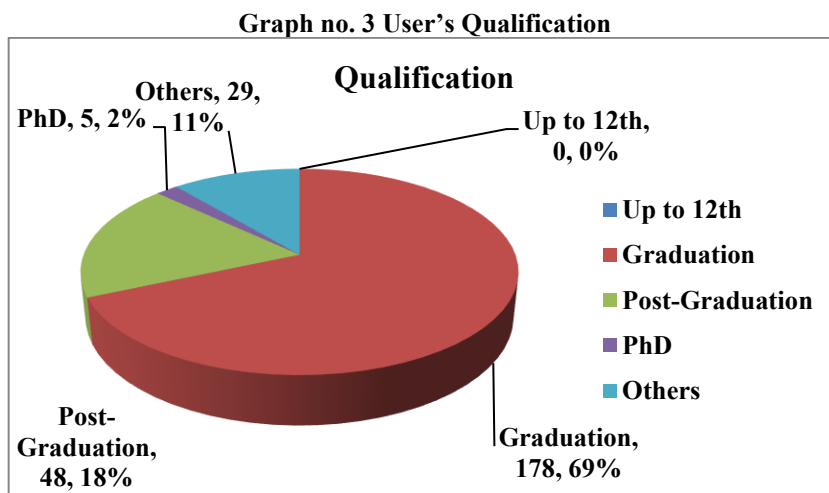
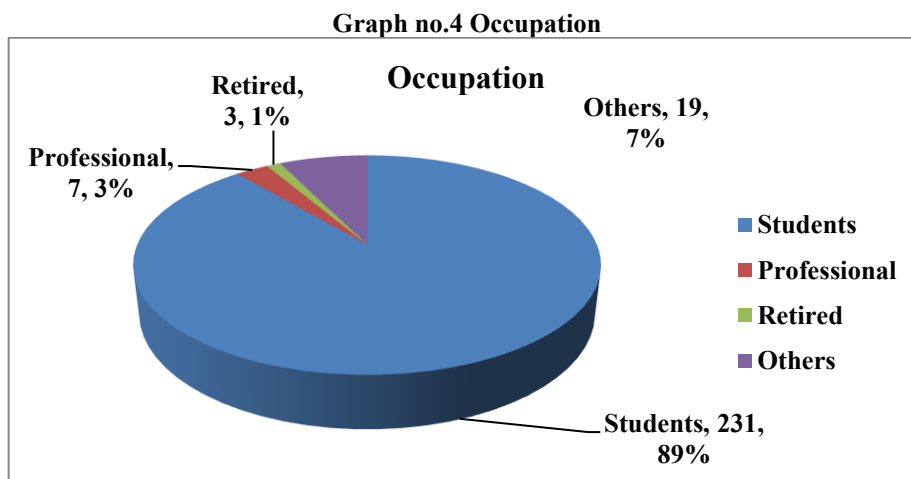### 5. Data Analysis and Interpretation

Graph no.1 Gender

Graph no. 1 shows that regarding gender of all population maximum users 158(60.7%) are male and 102(39.2%) are female.
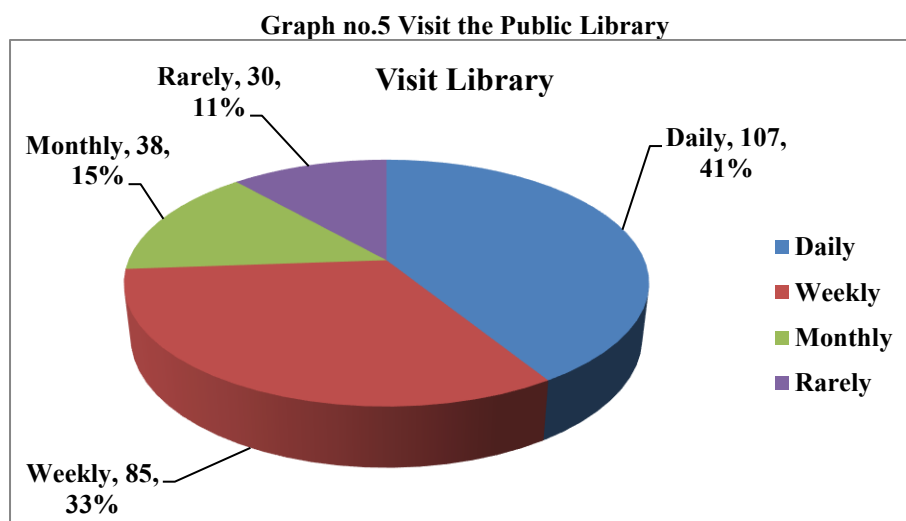
Graph no.2 Age

It is clear from the graph no.2 revel to age of highest responded 175(67.3%) 18-25 years, seconded by 57(21.9%) 26-40 years, 19(7.3%) are 41-60 years, 9(3.4%) are above 60.

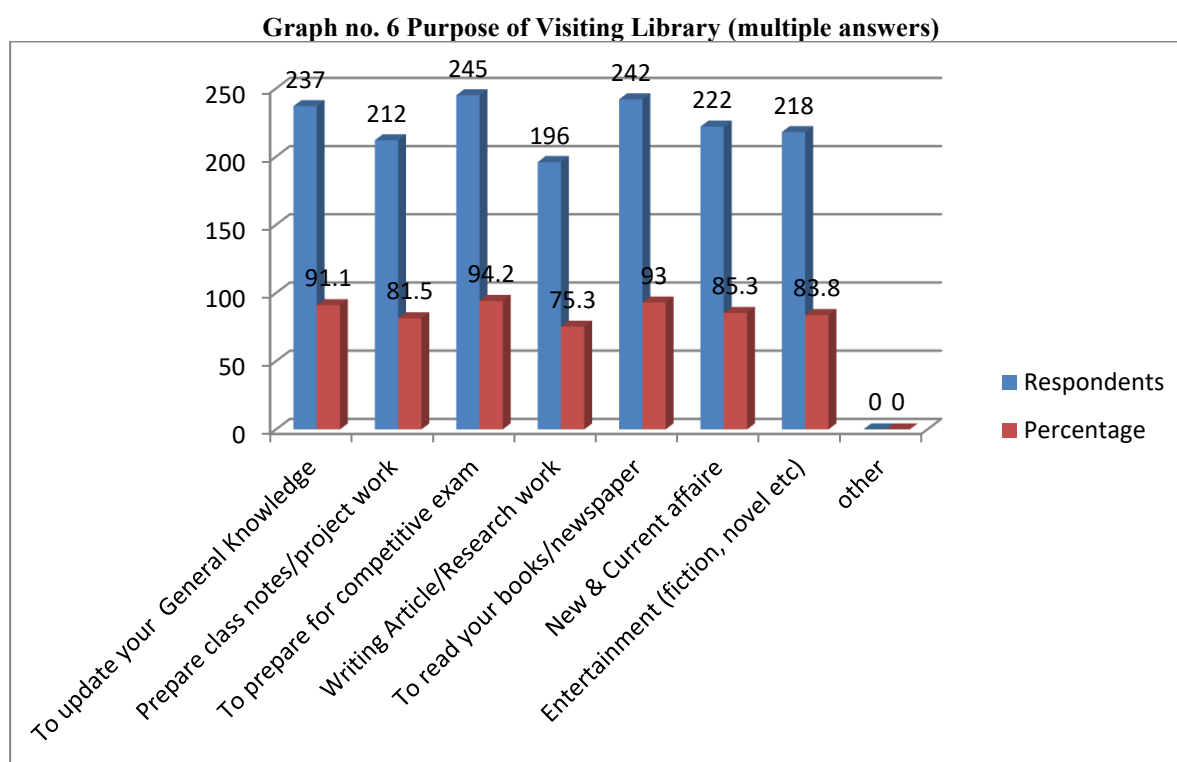**Graph no. 3 User's Qualification**

It is evident from the graph no. 3 pertinent to user's qualification majority 178(68.4%) users are graduate, seconded by 48(18.4%) post graduate, 29(11.1%) others and 5(1.9%) responded are Ph.D.

Graph no.4 Occupation

Graph no.4 shows that regarding to occupation highest 231(88.8%) are students, Seconded by 19(7.3%) related to others, 7(2.6%) are professionals, 3(1.1%) users are retired.
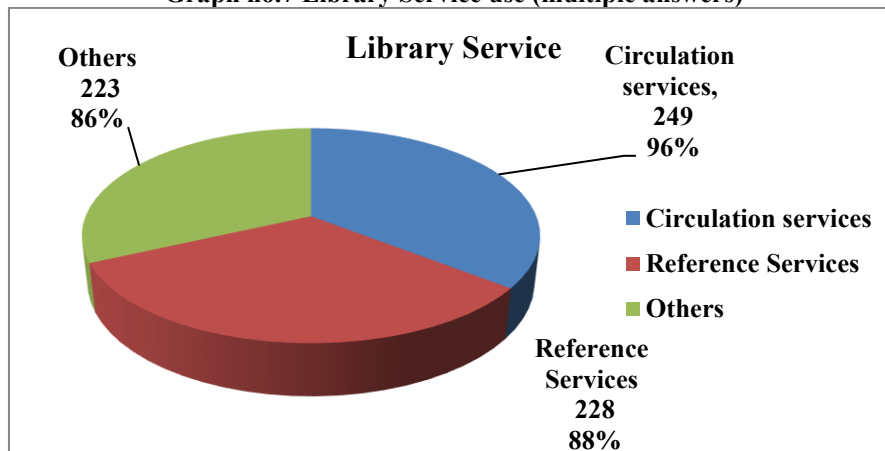
Graph no.5 Visit the Public Library

It is evident from the graph no. 5 pertinent to visit public library maximum 107(41.1%) users use come Daily, seconded by 85(32.6%) weekly, 38(14.6%) monthly, 30(11%) users stay with Rarely.

Graph no. 6 Purpose of Visiting Library (multiple answers)
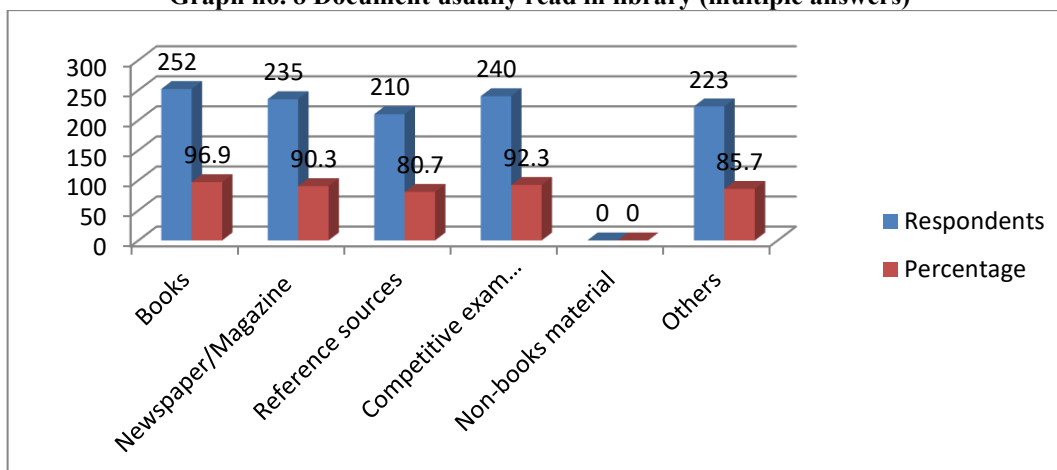

It is clear from the graph no.6 regarding purpose of visiting library maximum 245(94.2%) used library for prepare of competitive exam, seconded by 242(93%) responded to read own books/newspaper, 237(91.1%) participant to update his/her general knowledge, 222(85.38%) users visit for read new & Current affair, 218(83.8%) participated visit for entertainment (fiction, novel etc), 212(81.5%) Prepare class notes/project work, 196(75.38) users visit for Writing Article/Research work.

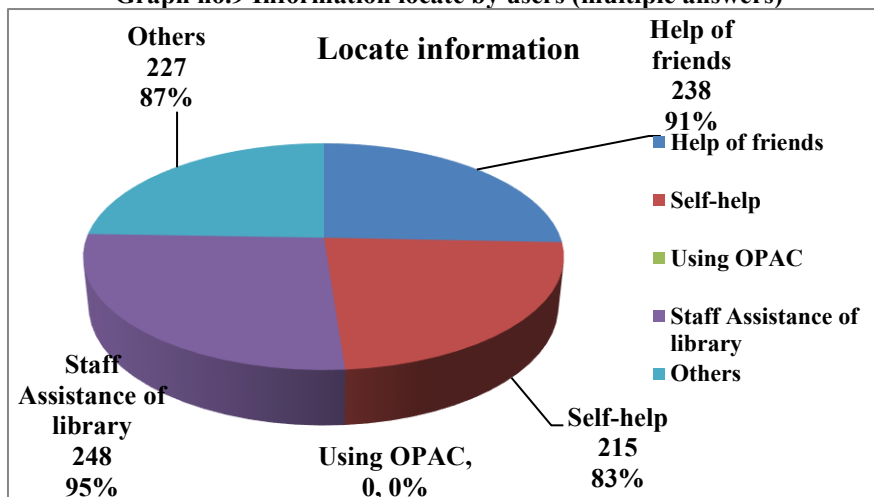**Graph no.7 Library Service use (multiple answers)**

The data shows that graph no. 7 regarding library services maximum 249(95.7%) responded used circulation services, seconded by 228(87.6%) used reference services, 223(85.7%) responded others,

Graph no. 8 Document usually read in library (multiple answers)
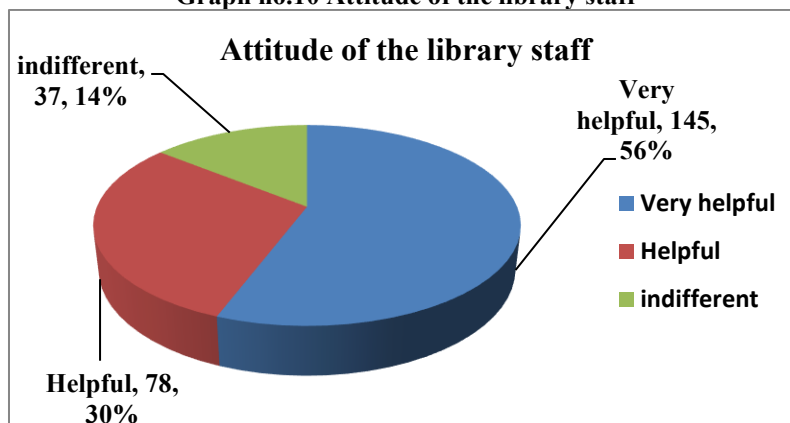

It is evident from the graph no. 8 related to document usually read in the library maximum 252(96.2%) participate usually read books, seconded by 240(92.3%) users read competitive exam books, 235(90.3%) responded read newspaper/magazine, 223(85.7) usually read others books, at least 210(80.7%) reference sources.

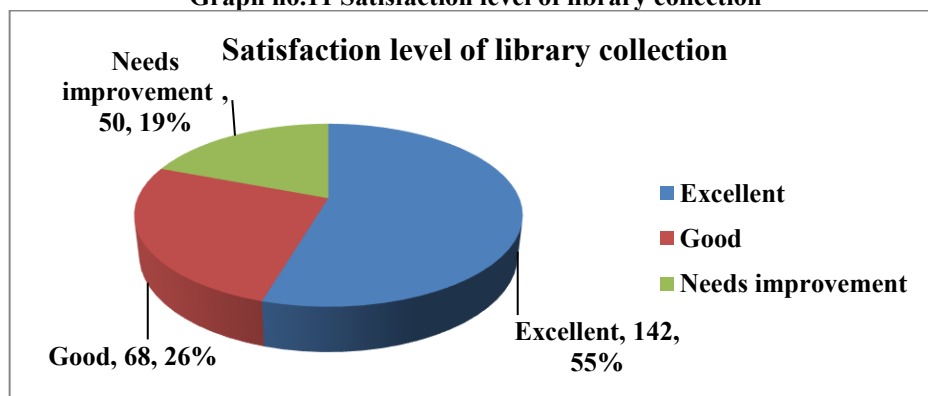**Graph no.9 Information locate by users (multiple answers)**

It is clear from the graph no. 9 regarding locate information majority users 248(95.3%) staff assistance of library, seconded by 238(91.5%) help of friends, 227(87.3%) others, 215(82.6%) self-help.

Graph no.10 Attitude of the library staff

Attitude of the library staff

indifferent, 37, 14%

Very helpful, 145, 56%

Helpful, 78, 30%

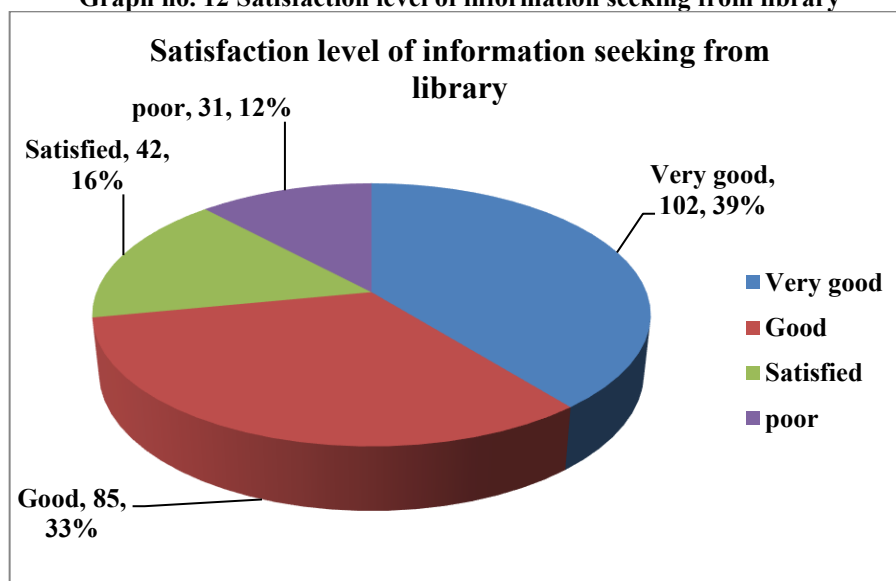- Very helpful
- Helpful
- indifferent

The graph no. 10 shows that related to attitude of library staff maximum 145(55.7%) library staff of attitude very helpful, seconded by 78(30%) helpful, at least 37(14.2%) staff are indifferent.

Graph no.11 Satisfaction level of library collection

Satisfaction level of library collection

Needs improvement, 50, 19%

Good, 68, 26%

Excellent, 142, 55%
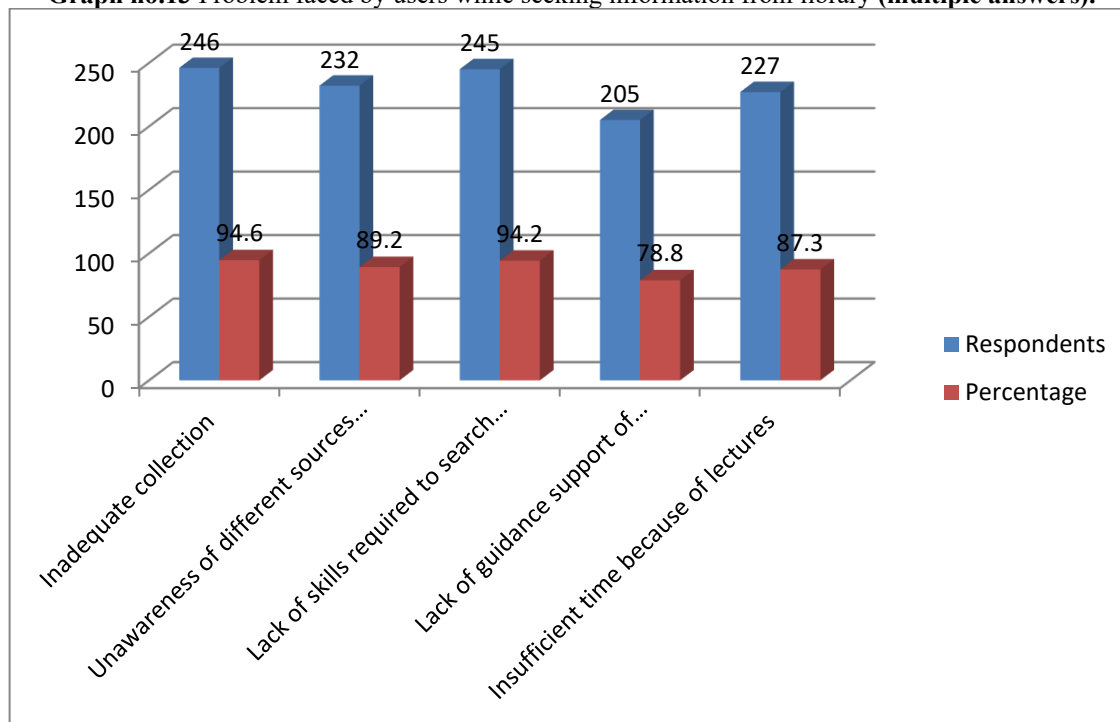
- Excellent
- Good
- Needs improvement

It is evident from the graph no. 11 regarding to 142(54.6%) responded agree to satisfaction level is excellent, seconded by 68(26.1%) good, 50(19.2%) needs improvement.

Graph no. 12 Satisfaction level of information seeking from library

Satisfaction level of information seeking from library

poor, 31, 12%

Satisfied, 42, 16%

Very good, 102, 39%

Good, 85, 33%

- Very good
- Good
- Satisfied
- poor

It is clear from the data graph no. 12 regarding to satisfaction level of information seeking from library maximum users 102(39.2%) responded of satisfaction level of information seeking from library are very good, seconded by 85(32.6%) good, 42(16.1%) users satisfaction level satisfied, 31(11.9%) participate of information seeking from library are poor.

Graph no.13 Problem faced by users while seeking information from library **(multiple answers).**

Graph no. 13 shows that Problem being faced while get seeking information from library majority of responded 246(94.6%) problem facing Inadequate collection, 245(94.2%) Lack of skills required to search information, 232(89.2%) unawareness of different sources available in the library related to your subject field, 227(87.3%) insufficient time because of lectures, at least 205(78.8%) Lack of guidance support of professors and library staff.

Conclusion

The Survey based paper investigate information seeking behaviour of Hardayal Municipal Heritage Public Library, to know library collection and services and satisfaction level of users information seeking and library collection. The finding of the study that majority of students come for preparation for competitive exam, up to date knowledge etc. this study also showed that students preferred traditional material as a books. Maximum students get information easily but they also facing problem regarding his needs.

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