

Changing Scenario of Information Needs of Library Users with Special Reference to Women B.Ed Institutions in Jhunjhunu City

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Abstract: *Women B.Ed. Institution in Jhunjhunu city in Rajasthan state library being considered as knowledge hub caters to the information needs of diverse categories of users like library users, research scholars, scientists, teachers, etc. by providing access to wide variety of learning resources. Apart from print resources Women B.Ed. Institution in Jhunjhunu city in Rajasthan state libraries are increasingly adding electronic resources like E-Books, E-Journals, E-Theses, databases, E-Standards, Institutional repositories, consortia, online public access catalogue and other networked resources to their collections which have been widely used nowadays as primarily for teaching, learning as well as research activities. Since the Library users are not involved in any kind of research work thus presumed to make use of most resources of books/notes/ e-books to fulfill their academic need The present review study is being conducted to ascertain the kind of information resources mostly used by the Library users and further to know their changing scenario level about resources & services of the library. It is basically a systematic review of studies conducted in the past to know their changing scenario level; information needs behavior and attitude towards different resources used in achieving the academic goals.*

Keywords: Information needs behavior, Library users, Online Information Resources, Information Needs, Digital Information Resources, Changing scenario Programs

I. INTRODUCTION

Library being the heart of an academic institution support teaching, research activities by fulfilling the information needs of the users through its diverse resources and services. The main objective of library is to deliver its product i.e. information either through its bricks outlet; Building or through its clicks outlet; electronic access. Modern libraries are storing the information in different forms and formats which can be retrieved anytime, anywhere. It is not only the metadata but full text information is also available to the users. Information needs behavior of the users has been greatly influenced by the new emerging technologies. User now wants quick information just by the click of button. E-learning movement is picking up especially in higher education and users are interested in accessing the information as per their convenience of place and time. Information communication technologies have helped the librarians not only to manage the library resources but also their promotion in a better way to make library user self-reliant in using the library resources. Women B.Ed. Institution in Jhunjhunu city in Rajasthan library aims to fulfill the information needs of the Library user's, post graduate library users, research scholars and teachers of the Women B.Ed. Institution in Jhunjhunu city in Rajasthan. Besides print resources the electronic information resources have now become integral part of library collection. Faster and easy access to information has greatly influenced the users' behavior towards provision of information. Further technology has enabled the librarians to serve the users at their place if they can't come to the library. It has helped in accessing the library resources from remote locations. Campus wide online access and remote access to information resources is now available to all the users. Furthermore, the technology has placed the libraries in the center of information revolution and recognizing the power of knowledge National knowledge Commission has emphasized the importance of libraries as powerful information dissemination center.

Information Needs Behavior: Information needs behavior is a broad term which involves set of actions that an individual does to express his/her information needs, select, evaluate and use information to fulfill the information requirements. It is a purposeful attempt to seek information and to satisfy the needs in order to meet the desired objective. It is complex activity which requires access to different information resources. It can be broadly described as manner of gathering information for use, knowledge and development. It involves purposeful searching of information to fulfill the information needs and involve three elements viz. information, systems and people. According to Kruk information-needs behavior refers to “any activity of an individual that is undertaken to identify a message that satisfies a perceived need.” **Wilson** has described information needs behavior as those activities a person may engage in identifying his own needs for the information, searching and using that information. Ranganathan’s second law of library science “Every user his/her document/information” cannot be fulfilled until library professionals understand the information needs and information gathering behavior of users. So it is important to know the various factors affecting the information needs behavior of an individual or group of individuals. Therefore, library professionals must understand the purpose for which the information is required, the environment in which the information operates and users’ skills in identifying various channels of needed information.

Information Seeking Behavior: Information seeking is a term used to describe the ways individuals seek, evaluate, select and use information. Information seeking behavior is a broad term, which involves a set of actions that an individual takes to express information needs, seek information, evaluate and select information and finally uses this information to satisfy his/her information needs. Various factors may determine the information seeking behavior of an individual or a group of individuals. It is, therefore, desirable to understand the purpose for which information is required, the environment in which the user operates users’ skills in identifying the required needed information, channels and sources preferred for acquiring information, and barriers to information access.

Changing scenario about various resources and services helps the users in getting relevant information. User education thus plays significant role in usage of library resources. It means educating the patron whether student, teacher and research scholar as how to use the library and its services. Fleming defined user education as “various programmes of instruction, education and exploration provided by libraries to the users to enable them to make more effective, efficient and independent use of information sources and services to which their libraries provide access. Promoting/Publicizing library activities has been recognized as one of the major factors affecting the success of e-resources.

Statement of Problem: A wide variety of electronic resources like e-books, practical manuals, e-journals, e-theses, e-repositories, e-standards are now available to the user. This study examined the information needs behavior of library users in the Women B.Ed. Institution in Jhunjhunu city in Rajasthan Precisely, the focus was on obtaining information on the nature of academic information needed by the library users, the sources consulted and the general pattern of information gathering system by the library users. Furthermore, the study examined the influence of library users’ gender, level of study and course of study on the pattern of information needs by the library users. Specifically, the following research questions were addressed in the study:

1. What is the predominant information required by the library users?
2. What are the major sources of obtaining academic information in the University?
3. Which are the predominant sources consulted by the library users?
4. Will library users’ gender, course of study, and level of study have any influence on their information needs behavior?
5. Do library users’ get all the information required from the identified sources?
6. How will library users rate the general availability and access to information in the University?

Women B.Ed. Institution in Jhunjhunu city in Rajasthan libraries is also increasingly adding these resources to their collections. Library users gradually developed their screen-based behavior and used different strategies to deal with diffusion of information in the digital environment **E v e n** though the online resources are readily available and quick to search yet they are underutilized which can be attributed to lack of changing scenario and skills regarding the use of online resources. Use of electronic information resources largely depends on the ability of user to navigate through the maze of online resources available via technology-based terminals. Therefore, competencies related to use of online resources are essential to accomplish the academic and research needs. So making the users aware about the resources and their usage is one of the prime duties of the librarians. Further, librarians should also try to know the

problems encountered during use of online information services which may enable them to deliver better services to their users by rectifying such problems. Large number of studies has been conducted in the past regarding the changing scenario and use of electronic resources by the library users especially of postgraduate library users, researchers and teachers of the Women B.Ed. Institution in Jhunjhunu city in Rajasthan. Relatively very little or less studies have been carried out at Library users and level with regard to use of electronic resources and services due to assumption that their academic needs are limited to text books only. The present work has been undertaken to review literature published in the past to know about the kinds of resources used, changing scenario level, purpose and extent of use of different electronic resources by the Library users.

Objectives of Study: The present study aims to achieve following objectives

- To study the purpose of using information resources by Library users of Women B.Ed. Institution in Jhunjhunu city in Rajasthan
- To study the extent of use of various resources of Women B.Ed. Institution in Jhunjhunu city in Rajasthan
- To study changing scenario about various information resources and services of Women B.Ed. Institution in Jhunjhunu city in Rajasthan
- To know the difference in use of different kind of information resources with regard to level of study of Women B.Ed. Institution in Jhunjhunu city in Rajasthan

Research Methodology: The present study is systematical review of the related studies carried out in the past. The relevant articles from various sources have been analyzed keeping in view the objectives of the study and logical inference has been drawn.

Research Area and Sample Size

1. Smt. Harkori Devi Teachers training College, Jhunjhunu (100 Seats)– 25 Respondents
2. New Rajasthan Women TT College, Jhunjhunu (100 Seats)- 25 Respondents
3. Indian College for Girls Education, Jhunjhunu (200 Seats)- 50 Respondents

Usefulness of Study: Since the present study is review of related studies of Women B.Ed. Institution in Jhunjhunu city in Rajasthan carried out in past will be useful to have conceptual understanding of the concept information needs behavior and user education. The study will provide framework to further carry out empirical study which will add new knowledge to the existing body of literature.

Limitations of Study: The present study is useful to all those who need basic understanding of the concept information needs behavior and user education. Since it has included only those studies which are only related to Library users and library users thus can be beneficial to those who further want to carry out quantitative studies at Library users and level.

Review of Literature: Information providers in the library can provide better services to their users if they are well aware of information requirements and information gathering methods of their users. Users' Information behaviors vary across different disciplines. It is therefore necessary to understand pattern of use of library resources among varied categories of users in order to provide effective library services to meet their information needs. It is imperative for the librarians to know the information needs behavior of library users, and their searching skills which will help to understand factors affecting users' attitude towards various resources.

Forzani revealed in his study that graduate library users heavily rely on library books and textbooks as source of information used for their course study. **Delve** in their study of Library users at Women B.Ed. Institution in Jhunjhunu city in Rajasthan of Toronto conducted web based survey to examine the use of print resources in an electronic age. He found that print books were most preferred as compared to e-books and journals. **Masjid** in their study of use of information resources by the Library users of computer engineering at Singapore found that books were the most

preferred information source. **Urquhart** also concluded that books are still considered to be reliable, basic source of information by the Library users for their academic work despite of the apparent predominance of the search engine and e-mail as part of sources of information. **Kim** in his study about use of library databases found that convenient access was an important determinant of database use and recommended that libraries should increase the convenience of access as well as changing scenario of databases. Factors like changing scenario of library resources and availability are the most important factors in student’s library information needs behavior for which librarian can play a key role **Baron**, studied the information needs behavior of Library users in humanities of three universities of Nigeria. They tried to know their information needs and search strategies adopted in finding the information. The study found that they rely mostly on textbooks, internet and human resources to fulfill their information requirements. **Ode** conducted study of Library users of third semester at Zara private Women B.Ed. Institution in Jhunjhunu city in Rajasthan, Jordan to find relationship of academic achievements with use of information resources. The study found that their academic achievement has significant relationship with use of books whereas no relationship was found with use of other resources like journals, electronic resources and other information resources which implies Library users and mostly use books to fulfill their needs during early years of study.

Question 1

What is the predominant information required by the library users?

Table 1. Predominant Information Required by the Library users.

Required Information	Freq	Percentage
Health Information	1	11.25
Information for personal Development.	2	12.5
Academic Information	6	64.1
Employment Information	1	9.3
Global Information	3	2.85
Total	1	100

In Table 1 above, the results show that the predominant information required by library users is academic information. This is confirmed with 1282 library users 64.1%. Other required information by the library users but which may not be as vital as academic information for personal development; health information; employment information and global information.

Question 2

What are the major sources of obtaining academic information in the University?

Table 2 Major Sources of Academic Information

Sources of Information	Frequency	Percentage	Rank
Lecture Notes & Handout	15	15.6	2
School Library	6	6.4	3
Internet surfing	55	54.4	1
Consulting and photocopy colleagues notes	3	2.5	8
University Bookshop	2	1.4	10
Textbooks reference book	5	4.9	4
Thesis/Dissertations	4	4.3	5
Newspaper magazine	4	4.0	6
CD-ROMs Database	2	2.1	9
Print and online Journals	11	11.	11
Electronic & Digital Resources	4	3.4	7
Total	100	100	

The results in table 2 above show the eleven major sources of obtaining information by the library users.

Question 3

Which are the predominant sources consulted by the library users?

The same Table 2 above provides answer to this question. The result as reveals from the table show Internet as the most consulted source by the library users. This is confirmed by the overwhelming majority of the participants 1089 (54.4%). Next to it is the Library users Lecture Notes and Handouts with 312 (15.6%). School Library was rated as the third source of information most consulted by the library users. Other sources indicated are: Textbooks 97(4.3%); Newspaper 79 (4%); Electronic Resources 68 (3.4%); Consulting/Photocopying of Colleagues Notes 50 (2.5%); CD-ROMs Database 42 (2.1%) and Print Journal 20 (1%).

Question 4

Will library users' gender, course of study, and level of study have any influence on their information needs Behavior?

Table 3 Stepwise Multiple Regression Analysis on the Influence of Gender, Course of Study, and Level of Study on Information Needs.

Standard error of the estimate = 8.500				
Multiple R adjusted = 0.6237				
R2 (adjusted) = 0.522				
Analysis of Variance				
Source of variation	Suns of Squares	df	Mean Square	Frequency.
Regression	9443.70	21	21.9	511.8
Residual	18,426.27	9	9.227	
Total	127869.97	17		

Table 3 above provides a summary of the results of the multiple regression analysis for the influence of gender, course of study and level of study on the information needs behavior of the participants. The result reveals that all these variables significantly influence library users' information needs behavior. This is because all the factors jointly exert 52% influence on student information needs pattern.

Table 4 Descriptive Statistics and Intero relations among the variables

Variables	No	Mean	S.D	Info. Seeking	Gender	Course of study	Level of Study
Inform.	20	50.86	11.6	1.0000			
Gender	50	20.62	5.1	.2122**	1.0000		
Course of Study	50	28.14	7.9	.3416**	-.2011*	1.0000	
Level of Study	50	30.07	8.4	.3911**	-.1076*	-.2600*	1.0000

N= 100, correlation greater than .2 are significant at **P<.001.

To determine the extent to which each of the three factors (variables) influenced the information needs of the library users, the test of the significance of the estimated parameters in the regression model was carried out and findings presented in table 5.

Table 5 Relative Extent of influence of the factors on Information Needs

Model	B	Standard Error	Beta	T-Value	P
Constant	25.623	8.327		8.71	<.001
Gender	.063	.081	.116	3.22*	<.001
Course of study	.119	.126	.141	3.68*	<.001
Level of study	.235	.221	.337	4.91*	<.001

The Table 5 above shows that each of the factors had a significant influence on library users' information needs behavior. Level of study had the most significant influence (Beta = .337; t = 4.91; P< .001). Course of study is the next with (Beta = .141; t = 3.68, P <.001) It can be infer from these results as well that differences exists in the

information needs behavior of the participants based on gender, course of study and level of study. This is shown by the variation in the Value of T obtain on each of them.

II. CONCLUSIONS AND SUGGESTIONS

It is clear from the above studies those books

Whether printed or electronic is the most preferred source of information for Library users to fulfill their information requirements. It is also revealed that Library users make use of books to complete their assignments and notes. Further most of the library users visit the library to get the books issued from the library. They mostly use online catalogue to know the availability of books. E-books seem to be the most preferred digital resource as compared to online journals and databases. Some of the women B.Ed. College's studies highlighted that level of academic study has influence on the usage of resources. In order complete project work of Library women users tend to use other resources like e-journals, databases in addition to books. So involvement in projects and assignments has influence on the use of resources. Teacher and instructor should develop course material in such a way that necessitates library users to make use of different types of resources. Search engines and Wikipedia are also considered to be the good source of information by Library users. Almost all the studies stressed upon user education program and considered it to play significant role in changing scenario of Library users about the resources and services of library. It is also revealed in most of the studies that student don't make uses of resources as they are not aware about it and/or lack the required skills of using it. It is therefore necessary to make the user lifelong learner so that they can get the required information from different resources of their own. Teachers in women B.Ed. colleges can play key role in motivating the library users to use other resources apart from books. Since in the networked environment all the libraries are interconnected and resources are campus wide available online so in addition to user education programs of the central library the departmental /book bank libraries can play vital role in promoting the use of resources. Library women users can be motivated to make use wide variety of resources available to them. Library users in women B.Ed. colleges can be assigned work in such a way that they are compelled to make use of different resources so that their interest can be created for those resources.

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