



# Information Needs and Information Seeking Behaviour of students, using college library service, Gangadharpur Mahavidyamandir, Gangadharpur, Howrah, West Bengal : A Study

**Mazid Ali Shah,**  
Librarian,  
Gangadharpur Mahavidyamandir  
Howrah, West Bengal, India

## Abstract

A library is an important part of any Institution. This paper find out the information Literacy about the College library of Undergraduate Students of Gangadharpur Mahavidyamandir, Affiliated of University of Calcutta, Gangadharpur, Panchla, Howrah, their Knowledge, need and awareness. This study also find out to setup the information literacy program so that the resources available in the library are been properly used. The article will investigate the information need, information seeking process information channels level of satisfaction and the Students Behaviors i.e., attitudes the students execute while seeking information. Further the study also extends to identify the services offered at the library. In this paper review the role of resources, services and facilities offered by library for undergraduates students.

**Keywords:** Information, information needs, Seeking Behaviour, Rural College Library, Gangadharpur Mahavidyamandir.

## INTRODUCTION

Libraries and Information centers are not only equipped with materials in traditional formats but also in electronic formats offering but also in electronic formats offering users a vast area of selection library provides wealth of knowledge and other materials to study, articles, reference material and other information whenever students need it.

## ABOUT THE COLLEGE

Gangadharpur Mahavidyamandir was established in 1981, with a mission to provide excellence in education at the undergraduate level to the students of all communities and especially to the financially backward students in the rural area of the state. It is a government – aided college affiliated to the University of Calcutta. Since its inception it started as a Girl's College with a single humanitarian stream. It has now bloomed into a co-education degree college catering to the educational needs of more than 1400

students in two main streams: Arts and Commerce. Many of our students have regularly secured first class marks in Honours stream and have ranked places in Calcutta University.

### **ABOUT THE LIBRARY**

The College has a rich and useful library consisting of nearly 16,000 books, (reference and text), along with about 10 magazines, periodicals, several newspapers and 53 journals in various subjects. Significant help in career planning for students is provided through Peshra Prabesh, Karmakshetra and Employment News on the shelves. This treasure is accessible to every student through the 'Open Access System'. Each student will be provided one library cards and college ID Card. A lending card enables the student to borrow one book at a time from College Library. Well-furnished computer laboratory is established along with 4 PC's to create computer awareness and develop the habits of computer usage. Internet facility has been created in the College Library for the students to encourage e-learning, Wi-Fi facilities were also provided in the campus for access essentially to the students. A student may take any material – books, journals, magazines, newspapers – even restricted Reference Works, from the library and peruse it in the Reading Room, from 10 A.M. to 5 P.M. every working day.

### **Scope of the study**

The topic of the study is "Information Needs and Information Seeking Behaviour of students, Gangadharpur Mahavidyamandir college library using library service: A Study". This study aim made to know how far the library has helped in fulfilling the demands or requirements of students.

### **OBJECTIVES OF THE STUDY**

To find out the information needs of the students according to their learning

1. To find out the present services and facilities produce by the library.
2. To study the impact of ICT provide in Library Services.
3. To identify the sources information review by the students.
4. To find out the students Problems faced by while information seeking.

### **HYPOTHESIS**

Maximum number of the students are seeking information for academic purpose only.

Most of the students are satisfied with the existing services provide by the library.

### **RESEARCH METHODOLOGY AND DATA COLLECTION**

The topic selected for the research work is a study therefore descriptive method is used. Under the Method data collection is being carried out with the help of questionnaires, this questionnaires mainly two section. Section 1 collected personal information such as gender,Class, others qualification, subject and address. Section 2, comprising 10 questions, collected data on the information-seeking behavior of the respondents. The questionnaires distributed among the students from the the college library. In total 250 questionnaires were distributed out of which 220 students responded. Collected data is analyzed and presented in tables.

**SIGNIFICANCE OF THE STUDY**

The study will identify the information need, information seeking process information channels level of satisfaction and the Students Behaviour i.e., attitudes the students execute while seeking information. Further the study also extends to identify the services offered at the library and students opinion on library staff.

**Table 1: Statistics of books: subject wise total books.**

Sl.No.	Subject	Total No. of Book
01	Bengali	3622
02	English	1456
03	Sanskrit	1396
04	Philosophy	1502
05	History	1570
06	Pol. Science	1315
07	Education	1607
08	Commerce	1588
09	Reference Book	1684
	<b>Total</b>	<b>15817</b>

Libraries explore agricultural, engineering, medical research, experience new ideas, and get lost in wonderful stories, while at the same time providing a sense of place for gathering. Library Holdings International Journals – 08, National Journals – 45, Magazines – 09, Newspapers – 08, Computers –05, CDs – 35, Seating Capacity - 35 and online services – ICT Uses in Library KOHA OPAC, Internet Lab and Wi-fi, online sources is available in Library Web Site.

**DATA ANALYSIS AND INTERPRETATION**

The information for this research study was retrieve through Google form. The study used to Percentage method to derive findings. Questionnaires were distributed among the Students of Gangadharpur Mahavidyamandir, Gangadharpur, Howrah, and West Bengal. The data collected from the students is analyzed and presented below:

**Table 2: Distribution of students among Male and Female**

Total Students	Male	Female
<b>220</b>	<b>80</b>	<b>140</b>

Table 2 shows that, out of 220 students 80 (36%) male and 140 students (64%) female. This table also display that most of the students are female.

**Table 3: Regularity of Library Visit**

Duration	Students	Percentage (%)
Daily	42	19 %
Weekly	88	40 %
2 / 3 Times in week	60	27 %
Monthly	30	14 %
<b>Total</b>	<b>220</b>	<b>100 %</b>

Table 3 express that 220 respondents, 42 of students (19%), are using the library on daily basis. 88 students (40%) visit library on weekly basis, 60 students (27%) 2-3 times in a week using library, 30 students (14 %) use library monthly. This table display that most of the students are using the library.

**Table 4: Spent Times in college Library**

The librarian should know the amount of time spent by the students in the library so a question was raised to students to know how much time users spend in the library. The data collected is tabulated below.

Time Spent	Number	Percentage
Less than 30 Minutes	106	48%
Half hour to one hour	74	34 %
I hour to 2 hours	28	13 %
More than 2 hours	12	5 %
<b>Total</b>	<b>220</b>	<b>100 %</b>

Table 4 displays that 48% student's time spend in the library 30 minutes, (34%) students spend library half hour to one hour, this table also shows that student is spending time in library for their academic needs.

**Table 5: Students uses of Information Services provide by College Library**

Sl. No.	Information Services	Students Response
1	Borrowing Book	65
2	Old Journal & Magazine	15
3	Online database / e-journals	35
4	OPAC Search	55
5	Internet/ WIFI	20
6	Newspaper services	45
7	Reprographic Services	60
8	Selected Dissemination of Information (SDI) Current Awareness of Information (CAS)	5
9	Reference Books	40
10	Old Question Papers	45

As the above table shows that the majority of students using the library are borrowing of books. Around 65 (30%)of students issuing books regularly, Around (25%), are using the OPAC searching the books for their needs, around 20% students old question papers are mainly used in examination time, the students which is 27 % followed by reprographic services, Reference Books use (18%), and the online databases and e-resources are used (16%)of students, The other resources which are used internet (9%), Newspaper clipping services (20%), Selected Dissemination of Information (SDI) Current Awareness of Information (2%).

**Table 6: Purpose of Information Seeking**

Sr. No.	Purpose of Information Seeking	Students Response
1	Keep up with Present developments	85
2	Academic requirements	165
3	Skill Develop	25
4	Build on General Knowledge	42

5	Research/ project purpose	12
6	Seminar, Workshop & Presentations	15
7	Writing book or article	5
8	Preparation for audio / video programmers	10

The main purpose of the library visit is for the academic requirements which is (75%), 39% of students main goal current developments, General Knowledge skill (19%), the other options are not been used much by the students. This table shows that student's mainly used library for academics purpose.

**Table 7: Hindrance in Seeking Information**

Sl. No.	Problems in seeking information	Students Response
1	Academic materials are not available	05
2	Library staff are not good for service	10
3	Time Bonding	12
4	Information material are old not in syllabus	11
5	Internet Speed & lack of computer system	48
6	Books not arranged properly in rack.	21
7	Lack of library Staff	59
8	Less number of text books	30

As the above table indicates the main problems faced by students in their information seeking from the library is less number of library staff (59%), Speed of the internet in the library (48%), and less number of text books (30%), The other major problems are the speed of the internet in the library (48%), The other problems students indicated are Books not arranged properly (21%), Lack of time (12%), Information material is old (11%), Library staff is unwilling for service (10%), and Materials are not available (5%), This effects the use of e-resources in the library.

**Table 8: Use of E- Resources while Seeking Information**

Types of E - Resources	Students Response	% Students Response
E – Journals	45	19%
E - Archives	56	25%
E – Books	65	30%
Web Pages	70	32%
E – Newspaper	34	15%
E – Mail	20	9%
Maps	5	2%

The above table display that maximum number of students i.e. (32%) are using mainly e-resources are web pages, 30% students are using e-books for their information needs, and 25% students are using E - archives that is a good for students are moving towards digital content. (19%) students are using E-journals, (15%) students are using E-

Newspapers, (9%) Email facility, (5%) Maps (10%). This table describes that students are moving towards digital content.

**Table 9: Satisfaction of Students with Library Facilities and Services**

Satisfaction	No. of response	% of Response
Excellent	82	37%
Very good	69	32%
Good	55	25%
Medium	14	6%
Poor	0	0
Total	220	100%

Table 9 describes that (37%) of the students are response excellent for library services and 32% students response very good, no students response college library provide library service is poor. with the facilities and services provided by the library.

## CONCLUSION

Based on Information seeking behavior pattern of the students it is stated that most of the students are visiting in library are female and used library service daily or 2-3 in weeks, which is good sign for any college library. The main problems faced by students is lack of staff in the library, the speed of internet and less number of computer, less number of text books for CBCS syllabus. The students wants orientation sessions to happen at least twice a year, at present it is happening only once during start of the academic year. This paper also find out that students are develop towards digital content which is a good sign for their carrier. The main goal of library used is to satisfied their academic needs. Finally maximum number of students of Gangadharpur Mahavidyamandir, Howrah are fully satisfied with the library resources and services provided to them by the college library.

## REFERENCES

- Gorman, F. G. (1990). Patterns of information seeking and library use by theologians in seven Adelaide theological colleges. *Australian Academic & Research Libraries*, 21(3), 137-156. Retrieved from <https://www.tandfonline.com/doi/abs/10.1080/00048623.1990.10754689>
- Cooper, L. Z. (2002). A case study of information- seeking behavior in 7- year- old children in a semistructured situation. *Journal of the American society for information science and technology*, 53(11), 904-922. Retrieved from <https://onlinelibrary.wiley.com/doi/abs/10.1002/asi.10130>
- Khandare, D. (2013). *Information seeking behaviour of users of management institutes libraries in Pune* (Doctoral dissertation, Tilak Maharashtra Vidyapeeth). Retrieved from [https://scholar.google.com/scholar?hl=en&as\\_sdt=0%2C5&q=+Information+seeking+behavior+of+students+of+St.+Xavier+college&btnG=](https://scholar.google.com/scholar?hl=en&as_sdt=0%2C5&q=+Information+seeking+behavior+of+students+of+St.+Xavier+college&btnG=)
- Kumar, P. R. S., & Naick, B. D. (2015). Information Needs and Information Seeking Behaviour Of Faculty Of Malla Reddy Institute Of Technology & Science, Telangana: A Study. *International Journal of Digital Library Services*, 5(4), 62-75. Retrieved from <http://www.ijodls.in/uploads/3/6/0/3/3603729/6545.pdf>
- Kattimani, M. V., & Malipatil, B.(2020). information seeking behaviour of students, college of agriculture kalaburagi university of agricultural science Raichar, Karnatak State. *Journal of emerging technologies and innovative research*, 7(8), 628-635. Retrieved from <https://www.jetir.org/papers/JETIR2008387.pdf>