Information Seeking Behaviour & Attitude of Users in Medical College Libraries Hyderabad: A Study

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Abstract

The present papers "Information seeking behaviour & attitude of users in medical college libraries hyderabad: a study" deals with information seeking behaviour, attitude of users, available library resources (print & electronic), available library service in their institutions, satisfaction level of library services in the medical college libraries are discussed.

Keywords: Information Seeking; Information Needs; Library services & Library Resources.

INTRODUCTION

Information has been seen as an essential commodity for development. As a processed data to which meaning may be attached, information is useful for planning, decision making and reduction of uncertainty. The present atmosphere of information is influential and characterized by a number of information sources made available in systems through both human and computer interfaces, a multiplicity of methods for accessing information, and a redundancy of content from multiple sources. The usefulness of information is limitless, mainly because of its relevance in every human activity as well as organizational development. There are several definitions for information. It has been defined in term of its utility, as such that has value in decision making; reduces uncertainties and ignorance; increases knowledge and literacy. It has also been defined in term of its characteristics as intangible commodity that increases rather than decreases the more it is consumed. In this case, information is in no way of less value than other factors of production. It is used for economic development. There were however, other positions on the nature, importance and relevance of information.[1]

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USER APPROACH TO INFORMATION

The user is hungry for information, it is an inherent need in every human being, and it grows as we become involved in any activity. Information users make active and intentional attempts to seek up-to-date information from the library resources,

including electronic sources. Information use is a behavior that leads an individual to the use of information in order to meet his or her information needs. Information use is an indicator of information needs but they are not identical.[2]

Information Need

The concept of 'Information Need' has proved to be a complex task to define, isolate and to measure. Researchers have used this term in a variety of ways. Needs, demands and wants have been used interchangeably, although they may not be identical to each other.

The information may be reasonably considered a primitive concept, as are energy, electricity, distance, power, and work. One understands each of them intuitively, but there are no adequate definitions for them. Their lack of precise definition has not prevented men and women from studying their properties, behaviors, and inter relationships within systems and organizations."[3] The distinction between information and data: Information is obtained for the assembly, analysis or summarizing of gradient of any control system.[4]

Halder, S made an exceptional examination of composite nature of data need. His examination uncovered that a similar individual could connect with the data framework in various manners at various occasions, contingent on his motivation according to his work, phase of his work, general interest, measure of data effectively accessible to him, etc. He unmistakably distinguished three sorts of data necessities. Later on, a fourth kind was added by different specialists in the field. The four distinct kinds of approaches or prerequisites are as per the following:

1. Current Approach
2. Everyday Approach
3. Exhaustive Approach
4. Catching up Approach

Information Seeking Behaviour

Information Seeking Behaviour is the process involved in finding the solution of the problem perceived by the user. How an individual needs, seeks, manages, disseminates and uses information is the concept of Information Seeking Behaviour.[5] According to Wilson (2000) Information Seeking Behaviour is 'the totally of human behaviour in relation to sources and channels of information, both active and passive information seeking and information use'.

Attitude of User

Attitude means accepting and measuring procedures and attitudes. It is concerning function, but also about feeling. Attitude not only describes how people feel while using an interface or interacting with a product, but it may also be the explanation for why public will or won't use a product or app in the upcoming.[6]

Review of Literature

Zulkifly (2022) was investigated the information seeking behaviour of university students in Klang Valley. The study attempted to determine the elements of information seeking behaviour as well as the most important element together with the elements that influence the information seeking behaviour among university students in Klang Valley. The study used only quantitative research in conducting this research. The study shows that, the majority was female students (52%) and the remaining were male students (48%), most respondents were under the age group of between 20-25 years and majority (72%) of the respondents having Bachelor & 39;s Degree. The study recommended that further research should consider engaged either qualitative method or mixed method to achieve better and solid outcomes.

Ali and Jan (2020) were conducted a study on information seeking behaviour in digital environment on post-graduate students at University of Kashmir. The survey method was used as a data collection tool and there were 280 questionnaires distributed among PG students of social science disciplines, out of which a total of 245 duly filled in questionnaires were returned back with a response rate of 87.5 percent. The findings revealed that application of ICT in libraries has greatly influenced the information seeking behavior of PG social science students in University of Kashmir.

Joseph (2016) Studied an "Australian motorsport enthusiasts: leisure information behaviour" to examine motorsport enthusiasts information needs and sharing patterns. The researcher for this study set out a primary research question "What is the leisure information behaviour of motorsports enthusiasts?" An online survey was conducted to collect data that started with 121 people, and 81 people completed the survey. Based on the survey, the researcher has indicated that motorsport enthusiasts top three information needs depend on before the race events: upcoming competitions, competition related information, and

technical information. They collect photos, club information, competition results, specifications for cars, certificates and prizes, posters, etc. They share information via email, facebook, text or SMS, YouTube, personal websites, Instagram, Pinterest, Flickr, etc.

Kaur and Singh (2013) paper distinguishes the investigation of usage of library assets and administrations by Assistant Professors of five institutes under the administration of The Khalsa College Lyallpur Educational Charitable Trust, Jalandhar. It investigates different perspectives like frequency of visit to library, reason for visit to the library, time spent in the library, sufficient) of library hours, ampleness of perusing space offices, co-activity of library staff, utilization of information sources, see about sufficiency of library accumulation, getting to records, library sources and administrations, supposition about the disposition of library staff, elements of the library. This investigation depends on a questionnaire method and is useful for the library clients just as the staff.
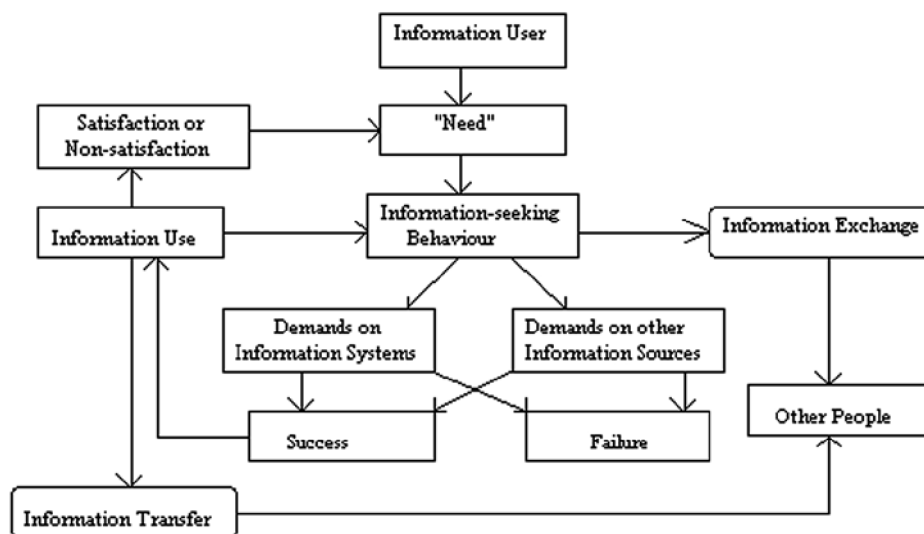
Doraswamy Naick (2013) conducted a study on Information Use Pattern of the Students in Engineering Colleges. The main aim of this paper was to conduct a survey to evaluate the role of the library in information needs of the students in engineering colleges. The results showed, that the students needed ready information for their examinations purpose and the core information was for their knowledge purpose and standard information for their research purposes. The result suggested the arrangements and modifications to be

implemented in the library to meet the information needs of the students.

Need of the Study

The present study gives several issues such as what kind of information do faculty members/scientists and research scholars seek and search, what methods are used for seeking and searching information, and how they seek information in the libraries, how do they search and access information, the problems and challenges faced by the respondents as well as the barriers of infrastructure, resources or access facilities available in the institutional library, howthe library services support and satisfy the information needs of faculty members and UG & PG Students and the study also tries to compare the information seeking and searching behavior in the print and electronic resources. Now-a-days, Electronic library is considered a gift to the faculty members/scientists and research scholars as it provide an easy and quick access to more and better information.

After review of related literature in detail, it was observed that limited studies have been conducted on information seeking behaviour of faculty members/scientists and research scholars in India. However, there have been no systematic studies on the information seeking behaviour in the national research institutions by the faculty members/scientists and research scholars of national research institutions in Hyderabad. Hence, the present study namely "Information Seeking Behavior & Attitude of Users in Medical College Libraries Hyderabad: A Study" have been undertaken.

A model of information behaviour (Reproduced from Wilson, 1981)

Scope of the study

The present study Information Seeking Behavior & Attitude of Users in Medical College Libraries Hyderabad: A Study is confined to the 4 medical colleges only. In the state of Telangana 41 medical colleges (Govt & Private) are available. In the Hyderabad city 11 medical colleges are available in that the researcher are selected 5 medical colleges (Osmania Medical College, Gandhi Medical College, Deccan Medical College, Mamata Medical College & Kamineni Academy of Medical Sciences & Research Center) only because the colleges were established long back and having good infrastructure and availability of resources in the institutions.

OBJECTIVES

The study aims at establishing the following objectives:

1. To know the Frequency of Visiting the Libraries by the respondents of selected.

Medical College Libraries of Hyderabad

2. To know the time spent in the institutional libraries by the respondents of selected

Medical College Libraries of Hyderabad

3. To know the information seeking behavior by the respondents of selected.

Medical College Libraries of Hyderabad

4. To know the attitude of users in selected Medical College Libraries of Hyderabad.

DATA COLLECTION

Data Collected through the structured questionnaire manual and online from the Faculty members and UG & PG Students of selected Medical college libraries in Hyderabad.

ANALYSIS OF THE DATA

Distribution of Respondents

For the present study, the purposive sample was selected from five selected Medical College Libraries in Hyderabad city of Telangana State. All the UG & PG Students (513) and faculty members/ scientists (225) were selected and are presented in the following Table.

Table 1: Institution-wise Distribution of Respondents

Name of the Institution	UG & PG Students	Percentage	Faculty Members	Percentage	Total	Percentage
Osmania Medical College (OMC)	180	35	60	26.6	240	32.52
Gandhi Medical College (GMC)	150	29	55	24.44	205	27.77
Deccan Medical College (DMC)	60	11.69	30	13.33	90	12.19
Mamata Medical College (MMC)	60	11.69	40	17.77	100	13.55
Kamineni Academy of Medical Sciences & Research Center (KAMS)	63	12.28	40	17.77	103	13.95
Total	**513**	**100**	**225**	**100**	**738**	**100**

It is evident from the Table 1 shows that, majority (32.52%) of the respondents are from OSM Library followed by 27.77 percent from GMC, 13.95 percent from KAMS, 13.55 percent from MMC and the remaining 12.99 percent of the respondents from DMC. It can be concluded that a majority of respondents belong to OSM. UG & PG Students highest (35%) respondents from OSM and least respondents from DMC & MMC (11.69%) only. Majority of Faculty members (26.6%) from OSM and least percentage *i.e.* 13.33 from DMC only.

Table 2: Distribution of Respondents with regard to Frequency of Visiting the Library
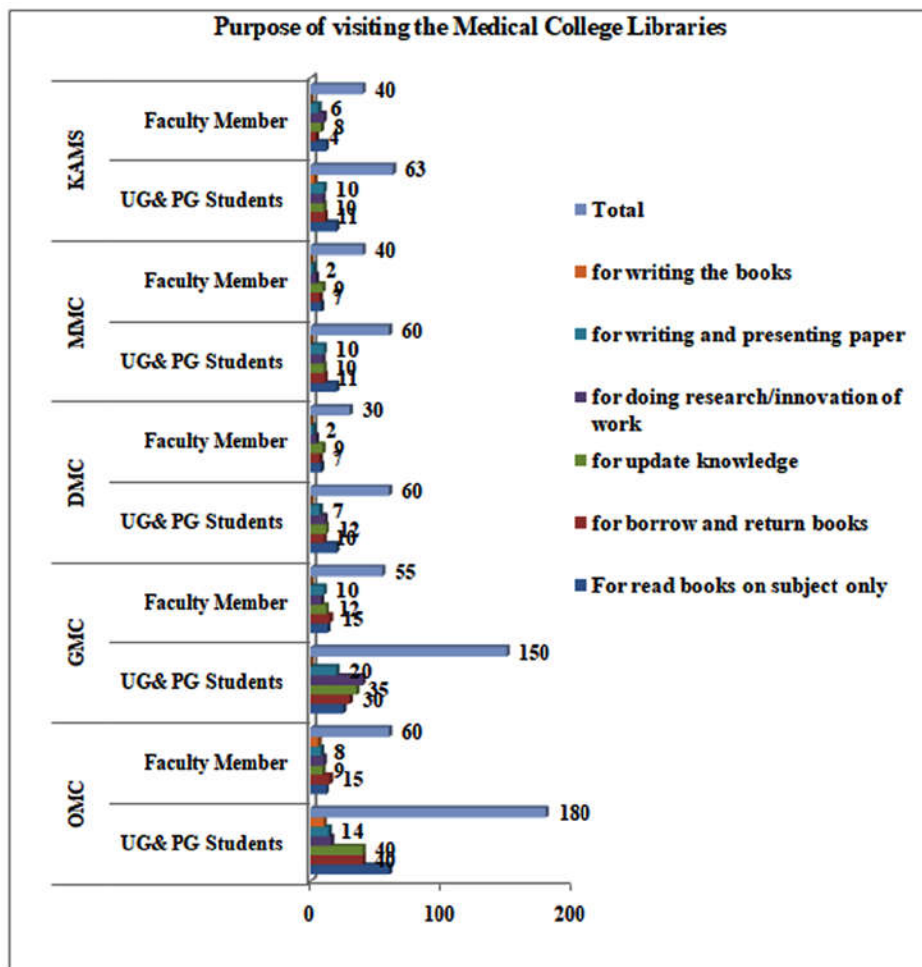
Name of the Institution	Respondents	Library Visit						Total
		Daily	Twice in a week	Once in a week	Twice in a month	Once in a month	Occasionally	
Osmania Medical College (OMC)	UG & PG	70 (38.88)	30 (16.66)	40 (22.22)	15 (0.8)	15 (0.8)	10 (0.5)	180
	Faculty Members	15 (25)	12 (20)	10 (16.66)	9 (15)	8 (13.33)	6 (10)	60
	Total	**85 (35.41)**	**42 (17.5)**	**50 (20.83)**	**24 (10)**	**23 (9.5)**	**16 (6.66)**	**240**
Gandhi Medical College (GMC)	UG & PG	30 (20)	25 (16.66)	40 (26.66)	35 (23.33)	20 (13.33)	-	150
	Faculty Members	15 (27.27)	13 (23.63)	12 (21.81)	10 (18.18)	8 (14.5)	- -	55
	Total	**45 (21.95)**	**38 (18.53)**	**52 (25.36)**	**45 (21.95)**	**28 (13.65)**	**-**	**205**
Deccan Medical College (DMC)	UG & PG	20 (33.33)	10 (16.66)	9 (15)	11 (18.33)	10 (16.66)	-	60
	Faculty Members	8 (26.66)	9 (30)	7 (23.33)	4 (13.33)	2 (0.66)	-	30
	Total	**28 (31.11)**	**19 (21.11)**	**16 (17.77)**	**15 (16.66)**	**12 (13.33)**	**-**	**90**
Mamatha Medical College (MMC)	UG & PG	20 (33.33)	10 (16.66)	11 (18.33)	9 (15)	10 (16.66)	-	60
	Faculty Members	4 (10)	9 (22.5)	7 (17.5)	8 (20)	2 (5)	-	40
	Total	**24 (24)**	**19 (19)**	**18 (18)**	**17 (17)**	**12 (12)**	**-**	**100**
Kamineni Academy of Medical Sciences & Research Center (KAMS)	UG & PG	20 (31.7)	10 (15.8)	11 (17.4)	10 (15.8)	9 (14.28)	3 (4)	63
	Faculty Members	4 (9.3)	8 (18.6)	12 (27.9)	10 (23.25)	6 (13.95)	0 (0)	403
	Total	**24 (14.72)**	**18 (11.04)**	**23 (14.11)**	**20 (12.26)**	**15 (9.2)**	**3 (2.8)**	**106**
Grand Total		**206 (27.91)**	**136 (18.42)**	**159 (21.54)**	**121 (16.39)**	**90 (12.19)**	**19 (2.5)**	**738 -100**

It is clear from the Table 2 shows that, out of 738, 27.91% of the respondents are visiting the library daily, followed by 21.54% were once in a week, 18.42% were twice in a week, 16.39% were twice in a month, 12.19% were once in a month and the remaining 2.5% were visiting the library occasionally. It shows that majority of the faculty members, UG & PG students are moving to library access the medical resources to their teaching, learning & research.

Table 3: Purpose of visiting the Medical College Libraries

Name of the Institution	Respondents	For read books on subject only	For borrow and return books	For update knowledge	For doing research/ innovation of work	For writing and presenting paper	For writing the books	Total
OMC	UG & PG Students	60	40	40	16	14	10	180
	Faculty Member	12	15	9	10	8	6	60
GMC	UG & PG Students	25	30	35	40	20	0	150
	Faculty Member	13	15	12	8	10	0	55
DMC	UG & PG Students	20	10	12	11	7	0	60
	Faculty Member	8	7	9	4	2	0	30
MMC	UG & PG Students	20	11	10	9	10	0	60
	Faculty Member	8	7	9	4	2	0	40
KAMS	UG& PG Students	20	11	10	9	10	3	63
	Faculty Member	12	4	8	10	6	0	40
Total	Total	198 (26.82%)	150 (20.32%)	154 (20.86%)	121 (12.39%)	89 (12.05%)	9 (0.12%)	738 (100%)

It is clear from the Table 3 & Graph shows that, out of 738, 26.82% of the respondents are visiting the library for read books on subject only, followed by 20.86% of the respondents are visiting the library for update their knowledge only in their field, 20.32 % were visit the library for borrow and return books, 12.39% were for doing research/innovation of work, 12.09% were for writing and presenting paper and the remaining 0.12% were visiting the library for writing the books. OSM, MMC, DMC &
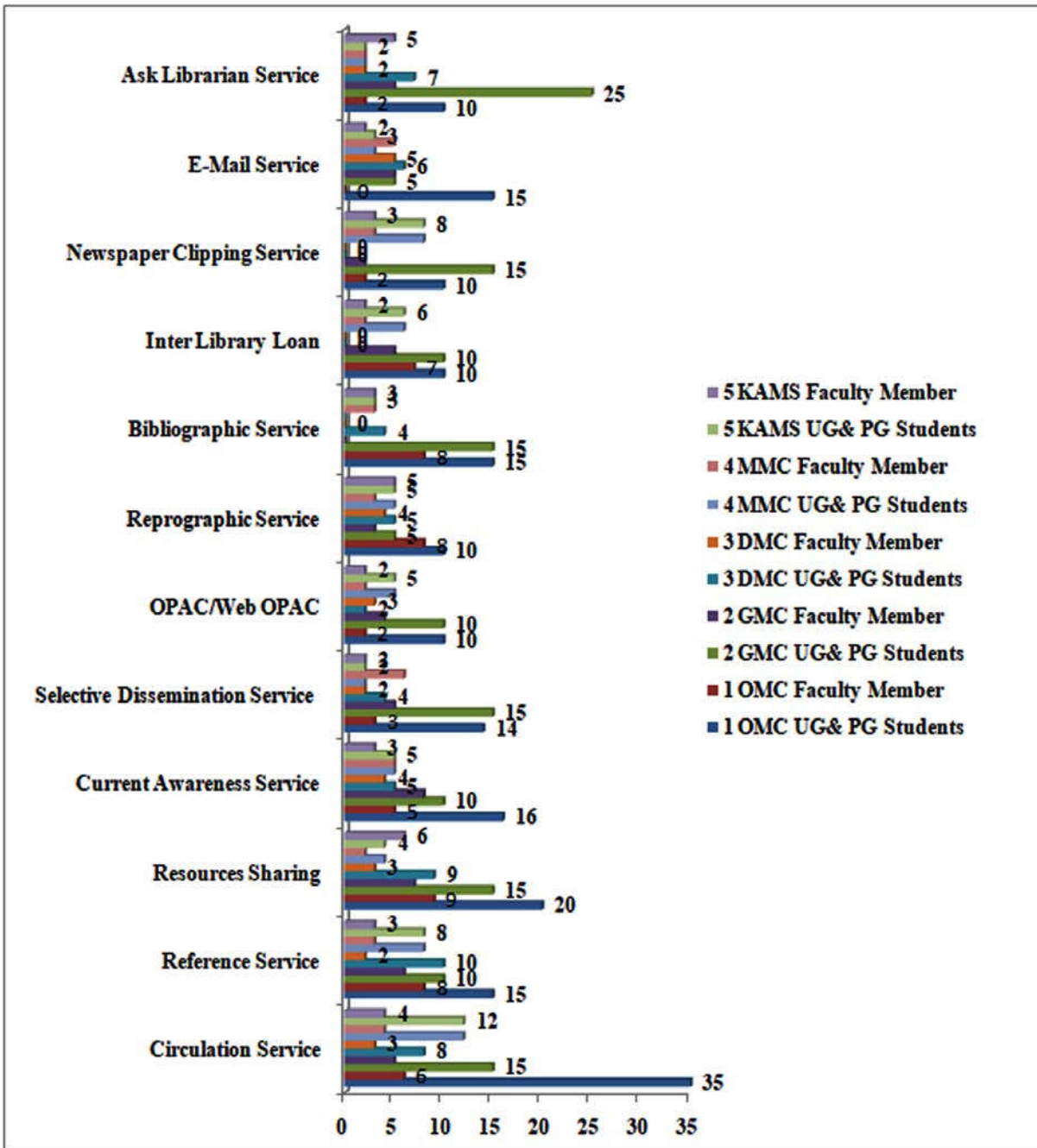
KAMS majority number are visiting for read books on subject only and GMC for update knowledge medical professionals visiting the library, It shows that majority of the faculty members, UG & PG students are visiting the library for read books on subject only and least number of respondents were visiting the library for writing the academic books in their field.

Table 4: Distribution of Respondents with regard to Awareness about the Library Services

Sl. No	Name of the Institution	Respondents	Circulation Service	Reference Service	Resources Sharing	Current Awareness Service	Selective Dissemination Service	OPAC/Web OPAC	Reprographic Service	Bibliographic Service	Inter Library Loan	Newspaper Clipping Service	E-Mail Service	Ask Librarian Service	Total
1	OMC	UG & PG Students	35	15	20	16	14	10	10	15	10	10	15	10	180
		Faculty Member	6	8	9	5	3	2	8	8	7	2	0	2	60
2	GMC	UG & PG Students	15	10	15	10	15	10	5	15	10	15	5	25	150
		Faculty Member	5	6	7	8	5	4	3	0	5	2	5	5	55
3	DMC	UG & PG Students	8	10	9	5	4	2	5	4	0	0	6	7	60
		Faculty Member	3	2	3	4	2	3	4	0	0	0	5	2	30
4	MMC	UG & PG Students	12	8	4	5	2	5	5	0	6	8	3	2	60
		Faculty Member	4	3	2	5	6	2	3	3	2	3	5	2	40
5	KAMS	UG & PG Students	12	8	4	5	2	5	5	3	6	8	3	2	63
		Faculty Member	4	3	6	3	2	2	5	3	2	3	2	5	40
	Total		104	73	79	66	55	45	53	51	48	51	47	57	738
			(14.9%)	(9.89%)	(10.70%)	(8.94%)	(7.45%)	(6.09%)	(7.10%)	(6.90%)	(6.5%)	(6.9%)	(6.36%)	(7.72%)	(100)

Distribution of Respondents with regard to Awareness about the Library Services
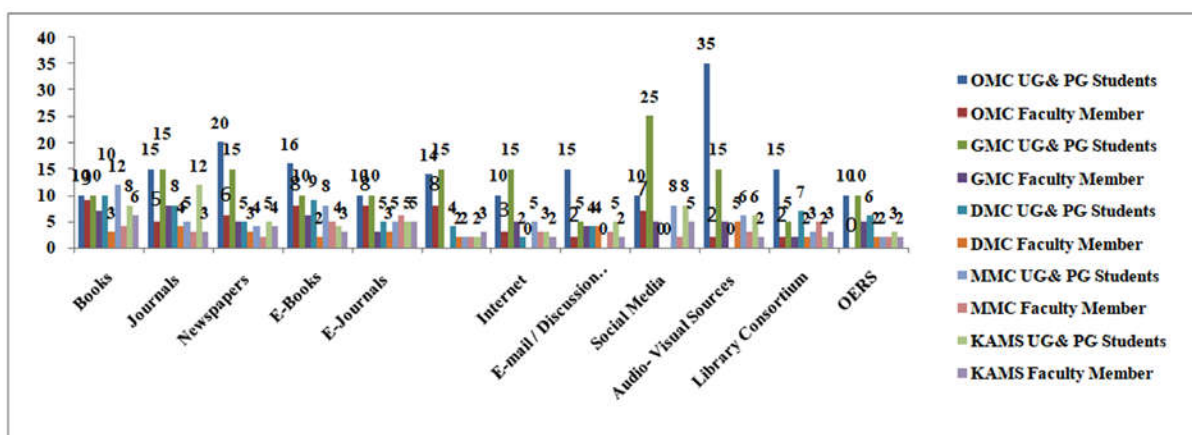

It is evident from the Table 4 and above graph shows that, out of 738, 14.9% of the respondents opined that they aware of Circulation Service, followed by Reference Service (9.89%), Current Awareness Service (8.94%), OPAC/Web OPAC (6.09%), Resources Sharing (10.70%), Newspaper Clipping Service (6.9%), Ask Librarian Service (7.72%), E-Mail Service (6.36%), Reprographic Service (7.1%), Selective Dissemination Service (7.45%) and the remaining 6.9% of the respondents were aware about the bibliographic service. It is clearly shows that majority of the respondents are aware about the circulation service and least number of respondents are aware of OPAC and WEB OPAC services offered by selected medical college libraries.

Table 5: Information Seeking Behavior by the respondents' of National Research Institutions

Sl. No	Name of the Institution	Respondents	Books	Journals	Newspapers	E-Books	E-Journals	E-Databases / Online Medical Databases	Internet	E-mail / Discussion forum etc	Social Media	Audio- Visual Sources	Library Consortium	OERS	Total
1	OMC	UG & PG Students	10	15	20	16	10	14	10	15	10	35	15	10	180
		Faculty Member	9	5	6	8	8	8	3	2	7	2	2	0	60
2	GMC	UG & PG Students	10	15	15	10	10	15	15	5	25	15	5	10	150
		Faculty Member	7	8	5	6	3	0	5	4	5	5	2	5	55
3	DMC	UG & PG Students	10	8	5	9	5	4	2	4	0	0	7	6	60
		Faculty Member	3	4	3	2	3	2	0	4	0	5	2	2	30
4	MMC	UG & PG Students	12	5	4	8	5	2	5	0	8	6	3	2	60
		Faculty Member	4	3	2	5	6	2	3	3	2	3	5	2	40
5	KAMS	UG & PG Students	8	12	5	4	5	2	3	5	8	6	2	3	63
		Faculty Member	6	3	4	3	5	3	2	2	5	2	3	2	40
	Total		**79**	**78**	**69**	**55**	**60**	**52**	**46**	**44**	**70**	**79**	**46**	**42**	**738**

Information Seeking Behavior by the respondents' of National Research Institutions
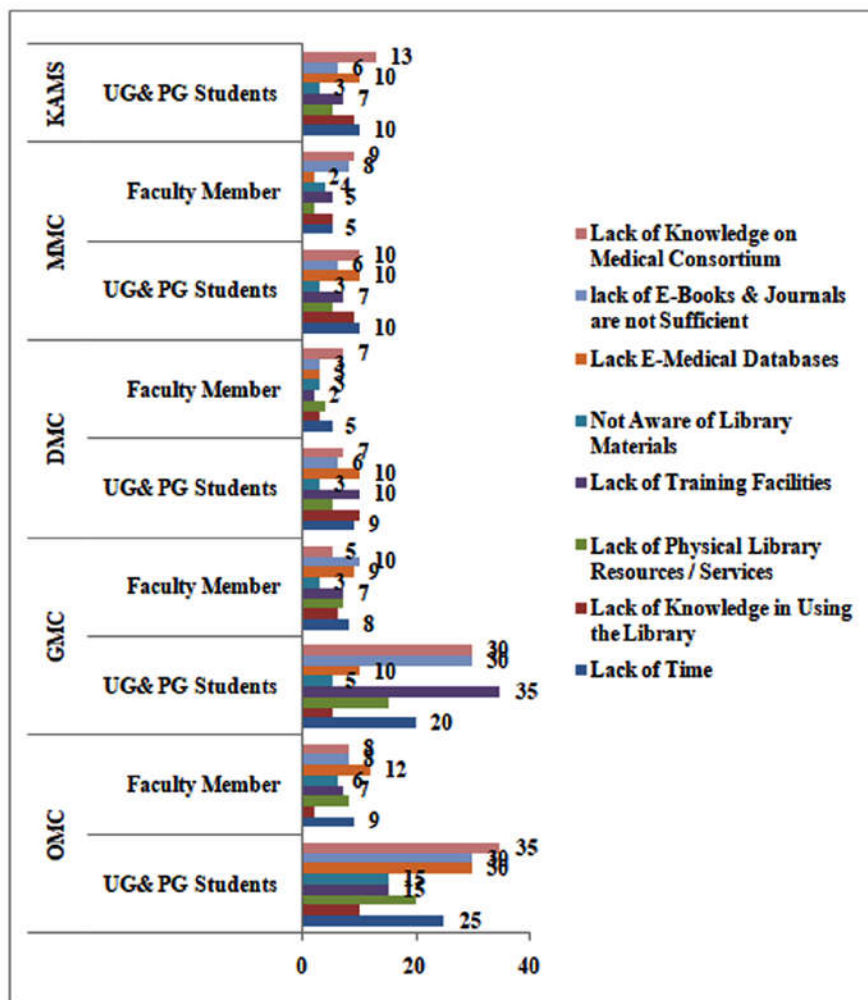

It is evident from the Table 5 and Fig. shows that, a total of 738 respondents, majority 79 of seeking behaviour is for books in the library, followed by 78 were for journals, 69 were News paper, 55 were E-books, 60 were E-Journals, 52 were for E-Database, 46 were for internet, 44 were for E-Mails and Discussion, 70 were for access the social media, 79 were for Audio Visual source, 46 were for Library Consortium and 40 were for access the medical OERS. It is clearly shows that majority of the faculty members & UG & PG Students seeking behaviour is for books and least one is Medical Open Educational Resources only.

Table 6: Problems facing by the Respondents while Using the Library

Sl. No.	Name of the Institution	Respondents	Lack of Time	Lack of Knowledge in Using the Library	Lack of Physical Library Resources / Services	Lack of Training Facilities	Not Aware of Library Materials	Lack E-Medical Databases	lack of E-Books & Journals are not Sufficient	Lack of Knowledge on Medical Consortium	Total
1	OMC	UG & PG Students	25	10	20	15	15	30	30	35	180
		Faculty Member	9	2	8	7	6	12	8	8	60
2	GMC	UG & PG Students	20	5	15	35	5	10	30	30	150
		Faculty Member	8	6	7	7	3	9	10	5	55
3	DMC	UG & PG Students	9	10	5	10	3	10	6	7	60
		Faculty Member	5	3	4	2	3	3	3	7	30
4	MMC	UG & PG Students	10	9	5	7	3	10	6	10	60
		Faculty Member	5	5	2	5	4	2	8	9	40
5	KAMS	UG & PG Students	10	9	5	7	3	10	6	13	63
		Faculty Member	2	5	5	5	2	4	8	9	40
	Total		103 (13.90%)	64 (8.60%)	76 (10.20%)	100 (13.55%)	47 (6.36)	100 (13.55%)	115 (15.58%)	133 (18.02)	738 (100)

Problems by the Respondents while Usinhg the Library

The Table 6 and Bar diagram reveal the problems faced by the respondents while using the library, majority (13.99%) of the respondents facing the problem while using the library with Lack of Time because medical professional are very busy their clinical works. Followed by Lack of Knowledge in Using the Library (8.6%), Lack of Physical Library Resources/Service (10.2%), Lack of Training Facilities (13.55%), lack of E-Books & Journals are not Sufficient (15.58%) and Lack of Knowledge on Medical Consortium (18.2%). It is clear that majority of the library users are facing the problem is lack of knowledge on medical consortium and least percentage 8.6 % Is lack of knowledge in using the library.

Table 7: Seeking the Level of Co-operation from the Library Staff

Name of the Institution	Respondents	Most Co-operative	Co-operative	Moderately Co-operative	Not Co-operative	Total
OMC	UG & PG Students	90	60	20	10	180
	Faculty Member	25	15	15	5	60
GMC	UG & PG Students	70	50	20	10	150
	Faculty Member	15	25	10	10	55
DMC	UG & PG Students	25	15	20	0	60
	Faculty Member	15	10	5	0	30
MMC	UG & PG Students	15	25	20	0	60
	Faculty Member	20	5	15	0	40
KAMS	UG & PG Students	25	15	20	3	63
	Faculty Member	10	15	10	5	40
Total	**Total**	**310**	**235**	**155**	**38**	**738**
		-42%	**-31.8**	**-21%**	**-5.1**	**-100**

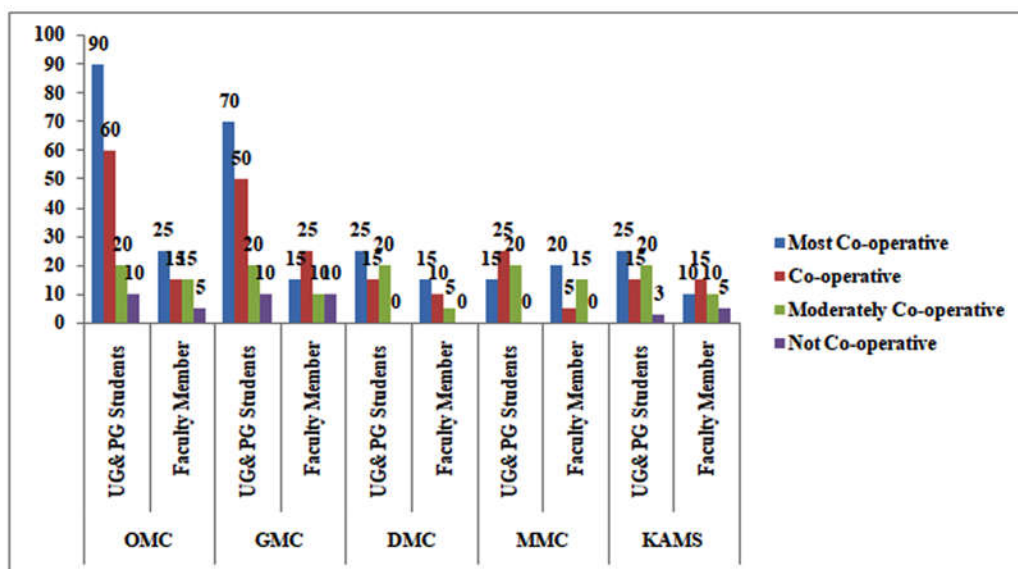**Seeking the Level of Co-operation from the Library Staff**

Table 7 and Fig. reveals that the opinion seeking the level of co-operation from the library staff by the respondents. A majority (42%) of the respondents opined that the library staff are Most Co-operative while using the library followed by, co-operative (31.8%), moderately co-operative (21%) and non co-operative (5.1%). Majority of respondents are expressed their views library professionals are very co-operative to provide the library services to the selected medical college library users (medical professionals).

CONCLUSION

Now a days in medical college faculty members and UG & PG students are more concentrating on medical E- Resources (Medical Databases, e-Books, E-journals, Consortiums & OERS) for their learning and Teaching and also for medical research such as present a academic paper, peer-review paper ect. Based on the libraries and lbrary professionals act as like to solve the academic requirements of medical professionals needs for their required fields.

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