Information Seeking Behaviour of Students of School of Earth Sciences & Natural Resources Management, Mizoram University: A Study

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Abstract

Study analyses information seeking behaviour of post graduate students of School of Earth Sciences & Natural Resources Management of Mizoram University, Aizawl. The research data collected from 100 post graduate students; tabulated and analyzed using MS-Excel. The data are analyzed to identify the information needs and use of the students and determine the adequacy of the library resources and services. The semi-structured questionnaire has been distributed to post graduate students and recollected filled in questionnaires after few days of time. Analysis of the questionnaires inference that student visits the library when they felt an urgent need for fulfilling their course requirement. Further, students visit library till their requirement and prefer if the library is having a rich collection. Moreover, they face time constraints for the library visit and interested in text books only. Based on findings and conclusions, some suitable suggestions have been given for improvement of library services.

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Keywords: Information Seeking Behaviour, User Study, Mizoram University, PG Students.

1. Introduction

Information is all around us and next to matter and energy. It is the most important and common entity in this world. It moves the world. Being a much over used term, it is least understood and there is no consensual definition of it. But its properties are numerous and well recognized. In fact, information is the act of informing the fact. Thus, the concept of information is taken to the meaning "as a collection of fact or other data". There is no clear cut meaning of the term "information". Farrane defines information as "any physical form of representation or of a particular thought used for communication". Information plays an important role in our daily life. Every human being may be socialist, researcher, journalist, scholars, students, workers, layman etc. needs information in the creation, maintenance, and development of his knowledge. Everyone needs information in taking the right decision in every step of life, from the organizational level to the personal level, from the highly educated person to a child, from a prominent person to an ordinary person.

The University plays a significant role in the development of the society. The main function of any university is to seek and cultivate new knowledge by way of research and extend higher education to the youth, to encourage academic investigations into the problems of the society and for the advancement of civilization. The university library plays an important role

in the achievement of this objective. The user study is directly linked with the effectiveness of the library and information services as they aim at the satisfaction of user needs. The key concept in the user studies or information needs is information seeking behaviour. User studies are excellent tools for estimating information requirements of a specific group of users. These studies often designed to identify and to analyze how various persons or groups use libraries.

2. Review of Literature

The survey of related literature has been conducted which are as follows:
Connor (2012) conducted a study on the information seeking and uses behaviours of retired investors. Female investors were less likely to create information intensive fields whereas male investors were more likely to adopt Internet technology for their investing information seeking regardless of their educational attainment. Sharma & Gupta (2012) explored the information seeking behaviour of the faculty members at Sher-e-Kashmir University of Agriculture Science and Technology, Jammu and found that the Internet is used almost on daily basis by most of the faculty members. The low speed for the access of Internet is the major problem faced by the faculty members. The use of search engine and the Web address are the frequently preferred method of browsing the Internet. Sahoo & Ramesh (2011) evaluated the information needs and seeking behaviour of information resources of the library by the faculty members of the ICFAI Business School, Hyderabad. Findings indicate that the library professionals are required to help them for maximum utilization of library resources and create awareness amongst members to access the library resources available to them.

Ojha (2004) investigated the information needs of the newspaper journalists in India. Out of 250 journalists, only 180 journalists responded. The result shows that most of the journalists rely upon source type within informal channels of information. Personal communication with journalists within the newspaper organization is the most frequently used for informal channel source type. Duff & Johnson (2002) studied the information seeking behaviour of historians. The study identified four different types of information seeking activities, including (1) orienting oneself to archives, finding aids, sources, or a collection; (2) seeking known material; (3) building contextual knowledge; and (4) identifying relevant material. Finding information in archives is not an easy task. Munshi & Manju Kanti (1997) studied information seeking patterns in an electronic environment and concluded that electronic environments have already provided richer and more varied representations in a single location than manual environments and this trend will continue to accelerate in the future.

Lalitha (1995) identified the various categories of medical and engineering personnel and to ascertain their information requirements and the types of materials needed by them. The study found that Engineering community showed a lower percentage or response, especially the students, practitioners, and teachers were better, on the whole, and the medical community showed more interest; There is not much difference between the practitioners in both the fields with regard to their research activities; Except for minor difference, the type of information sought is the same for the Medical and Engineering communities; and both use their own libraries very frequently. Abifarin (1994) studied information seeking behaviour of agricultural students in selected Nigerian universities and found that less no. of the students make use of the library; over 58.5% of the respondent shows that after attending the class lecture, they first turn and make use of the lectures for their further information rather than the use of the library and its materials. Korah & Devarajan (1991) studied information needs and use pattern of the scientists in the Rubber Institute of India and found that there is an

adequacy of library collections and need for subscribing to more journals for organizing user education and for building up their theses and dissertations. Musih (1991) conducted a study to find out the principal information needs and the sources utilized for obtaining information by the persons engaged in cottage industries of earthen products at the rural areas of Burdwan district and found that the main sources of information regarding production marketing, technical appliances are the self, family members, fellow professionals, friends, neighbors, relatives, shop-keepers, and market interactions.

3. Scope of Study

The scope of the study is confined to the information seeking behaviour of students under the School of Earth Sciences & Natural Resources Management (SES & NRM) in Mizoram University. There are six (06) departments under the School of Earth Sciences & Natural Resources Management in Mizoram University. In School of Earth Sciences & Natural Resources Management, there were 155 students except for Department of Extension Education and Rural Development. The Department of Extension Education and Rural Development has been established on February 2007 but academically department is not functioning and no course has been started yet. Further, the scope of the study is limited to 20 students from all the five functioning departments. Thus, a total sample of the study shall be 100 students. The sample is made limited to 20 students from each department because there is less number of intake capacity, less no. of admissions, no. of dropouts, etc. causes the less number of students in some departments. So, to make it justifiable, it has been decided to select 20 students from each department. The list of intake capacity, as well as admitted students of School under study, is given below in table 1.

Table 1: Intake capacity/ No. of Admission of departments under School

S N	School of Earth Sciences & NRM	2nd Semester		4th Semester	
		Intake	Admitted	Intake	Admitted
1	Department of Forestry	18	17	8	8
2	Department of Geology	20	20	15	13
3	Department of Horticulture, Aromatic & Medicinal Plants (HAMP)	14	13	13	10
4	Department of Environmental Science	20	14	10	8
5	Department of Geography & Resource Management	26	26	26	26
6	Department of Extension Education & Rural Development	Course is not running yet			
	Total	**98**	**90**	**72**	**65**

4. Objectives of Study

The objectives of the study are:
   a) To identify the information needs of the students of the School of Earth Sciences & Natural Resources Management.
   b) To determine the adequacy of the library resources and services provided by the library for its users.
   c) To assess the present and future needs of the users and to suggest some recommendations to improve the library collection and services.

5. Methodology

Since the study has been designed to ascertain the information seeking behaviour of students of School of Earth Sciences & Natural Resources Management, the survey method supported by questionnaire has been found suitable. The semi-structured questionnaire was designed for the study. The questionnaire of the study is having two parts (i) Brief bio-data of students; and (ii) Details of the resources, facilities, and services that the users obtain from the Central Library of the Mizoram University, Aizawl. The filled questionnaires were collected from the respondents. The collected data of the questionnaires were tabulated and analyzed with the help of Microsoft Excel.

6. Data Analysis and Interpretation

1) Questionnaire response ratio (Department wise)

Table 2: Questionnaire response ratio

Department Name	Questions Distributed	No. of Responses	Response Ratio (%)
Environmental Science	20	17	85
Forestry	20	17	85
Geography	20	19	95
Geology	20	18	90
HAMP	20	06	30
Total	100	77	77

Table 2 shows the department wise students response to the questionnaire distributed amongst them. The average response ratio of the questionnaire was found 77% among all the five departments under the School.

2) Semester & gender wise respondents' ratio

Table 3: Semester & gender wise respondents' ratio

Semester	No. (%)	Gender	No. (%)
1st	18 (23.37%)	Male	41 (53%)
3rd	59 (76.62%)	Female	36 (47%)
Total	77 (100%)	Total	77 (100%)

Table 3 reveals the semester wise break-up of the respondents. Out of 77 respondents from SES&NRM, 23.37% respondents belong to 1st semester and 76.62% respondents belong to 3rd semester. The table 3 displays also the gender analysis of the respondents. Out of 77 respondents, 41 respondents were male and 36 were female. Among the 77 respondents from SES&NRM, 47% respondents belong to the female while 53% (majority) respondents belong to the male.

3) Frequency of library visit

Table 4: Frequency of library visit

Frequency	Daily	Once a week	More than once in week	Fortnightly	Once in month	When there is a need	Rarely
No (%)	01 (1.29%)	19 (24.67%)	25 (32.46%)	0 (0%)	01 (1.29%)	29 (37.66%)	02 (2.59%)

From the table 4, it has been found that larger proportion of respondents visit the library at when there is a need. According to the table given, there were 37.66 respondents' visits the library when they felt that there is a need and there is a lack of fortnightly visitors. There is 24.67% respondents visit the library once in a week whereas 32.46% respondents visit library more than once in a week. Daily, Once in a month, and rarely visitors of the library is also very less.

4) Purpose to visit the library

Table 5: Purpose of visiting the library

Purpose	No. (%)
For studying course material	61 (79%)
For borrowing documents	35 (45%)
For consulting research material	10 (12%)
For competitive exams	8 (10%)
To use reference material	32 (41%)
To read newspaper/ magazines	21 (27%)
For recreation	2 (2%)

Table 5 shows the purpose of visiting libraries by the respondents. There were majority of respondents who visits the library for studying course material (79%) followed by for borrowing documents (45%), to use reference material (41%), reading news paper/magazines (27%), consulting research materials (12%) and for competitive exams (10%). From the analysis, it has been an inference that major proportion of respondents visits for studying course materials and borrowing documents.

5) Time spent during library visit

Table 6: Time spent during library visit

Frequency	No. (%)
Less than 1 hour	26 (34%)
1-2 hours	46 (60%)
2-3 hours	5 (6%)
More than 3 hours	0 (0%)

The above table 6 shows the time spent during library visit by the respondents. As per the analysis, the majority of respondents (60%) spent time between 1-2 hours whereas nobody spent time more than 3 hours in the library. There are 34% respondents who spent less than one hour time in the library. It has been an inference that majority of respondents spent less than 2 hours in the library for their study purpose.

6) Prefer to use university library

Table 7: Prefer to use university library

Purpose	No. (%)
Yes	68 (88%)
No	9 (12%)

On the analysis of table 7, it has been found that 88% respondents have been preferred to use Mizoram University Central Library than other libraries of the city. Further, on the analysis of the reasons for not preferring to use the university library, there were some respondents

who felt that library lacks to satisfy them in terms of collection and some respondents felt that location of the library building is too isolated and far from the department.

Table 8: Reasons to prefer the university library

Reasons	Collections	Services	Others	No response
No. (%)	53 (77.94%)	5 (7.35%)	5 (7.35%)	5 (7.35%)

On the analysis of table 8, there were about 78% respondents prefer to use the university library due to its collection whereas only 5% prefer for services provided by the library. Some respondents (7.35%) have no idea to prefer what for using the university library and not responded any answer.

7) Ability to keep up to date with the latest literature

Table 9: Ability to keep up to date with the latest literature

Ability	No. (%)
Yes	39 (51%)
No	38 (49%)

On the analysis of table 9, it has been found that 51% respondents were able to keep up to date with the latest literature in their field while 49% respondents were not able to do so.

Table 10: Level of ability to keep up to date

Up to what extent	No. (%)
Great extent	9 (23.07%)
Some extent	30 (76.92%)

On the analysis of table 10, it has been observed that 23% respondents were updated themselves in many extents while the majority (76.92%) of respondents were updated themselves up to some extent in their field of study with available literature in the library.

Table 11: Reasons for not able to keep up to date

Reasons	No. (%)
Lack of time	26 (34%)
Information scattered	4 (5%)
Vast information	3 (4%)
Not access to library	6 (8%)
Library lack resources	5 (6%)
Others	1 (1%)

Table 11 shows the different reasons for not to be able to keep up to date with the latest literature in their field among the respondents. The major reason regarding this was the lack of time with the respondents, other reasons were due to information scattered in many places, lack of library resources (6%), information available is too vast (4%) etc.

8) Number of periodicals reading

Table 12: Students reading periodicals daily

Frequency	No. (%)
One	16 (21%)
No Response	61 (79%)

Table 12 shows that only 21% respondents were habitual to read one periodical daily. The majority (79%) of the respondents had no response to the question.

Table 13: Students reading periodicals weekly

Frequency	One	Two	Three	No Response
No. (%)	5 (6%)	9 (12%)	3 (4%)	60 (78%)

The above table 13 reveals a number of periodicals read by the respondents weekly. Only one periodical was read by 6% respondents weekly while two periodicals were read by 12% respondents. There were very less number of respondents (4%) who had read three periodicals weekly. The majority of respondents (78%) had no answer to the question.

Table 14: Students reading periodicals fortnightly

Frequency	One	Two	No Response
No. (%)	3 (4%)	1 (1%)	73 (95%)

On the observation of Table 14, there were 4% respondents who have read at least one periodical fortnightly whereas very less number of respondents (1%) who have read two periodicals in a fortnight. The majority of the respondents (95%) have not responded to the question.

Table 15: Students reading periodicals monthly

Frequency	One	Two	Three	Four	Five	Eight	No Response
No. (%)	2 (3%)	2 (3%)	4 (5%)	3 (4%)	4 (5%)	1 (1%)	61 (79%)

Table 15 indicates that majority of respondents (79%) have not responded to the question. Besides these, there were very few respondents (1%) who read up to eight periodical in a month.

9) Average books borrowed per month

Table 16: Average no. of books borrowed per month

No. of books borrowed/ month	1-4	5-8	9-12	13-16	More than 16	No Response
No. (%)	43 (55.84%)	13 (16.88%)	3 (3.89%)	2 (2.59%)	0 (0.0%)	16 (20.77%)

On the analysis of table 16, it has been found that on an average majority of respondents (55.84%) borrowed up to 4 books in a month from the library. There were about 17% respondents borrowed 5-8 books per month whereas significant numbers of respondents (20.77%) have not responded to the query.

10) Reservation for new arrivals

Table 17: Reservation for new books

Reserves New Books	No. (%)
Yes	11 (14.28%)
No	66 (85.71%)

From the above table 17, only 14.28% respondents reserve the new arrivals in the library for their study purposes while the majority of respondents (85.71%) don't reserve the recently arrived books in the library.

11) Usage rate of publications and other sources

Table 18: Usage rate of publications and other sources

Sources	SES&NRM	
	(Yes)	(No)
Books	92%	08%
Periodicals	26%	74%
Newspaper	60%	40%
Newspaper Clippings	04%	96%
Doctoral Theses	13%	87%
Research Reports	14%	86%
Microforms	0%	100%

Table 18 shows the users and not users for types of various publications and other sources of information among the respondents. There were 92% respondents used books followed by the newspaper (60%), periodicals (26%), research reports (14%), and doctoral theses (13%). No respondent had used microforms for their study purposes. It is evident from the analysis that textbooks are most preferred documents amongst respondents followed by newspapers. Periodicals were less used than books and newspapers.

12) Consulting for non-availability of materials in the library

Table 19: Consulting for non-available documents in library

Consulting Library Staff	Yes	No
No. (%)	17 (22%)	60 (78%)

The above table 19 indicates that only 22% respondents have consulted for non-availability of reading materials while the majority of respondents (78%) have not consulted for non-availability of reading materials.

13) Purpose for asking assistance from librarian/ library staff

Table 20: Purpose for asking help from librarian/ library staffs

Purpose	No. (%)
To locate books	35 (45%)
To search dissertations	3 (4%)
To locate current periodicals	5 (6%)
To use various tools	14 (18%)
Reference assistance	10 (13%)
Bibliographies	7 (9%)
Catalogue/ Web OPAC	6 (8%)
Any other	1 (1%)

The table 20 indicates how the respondents ask for assistance from the librarian and the other staff of the library for different purposes. The majority of the respondents (45%) have the interest to ask for the location of the books in the library followed by use of various tools (18%) and reference assistance (13%). It has been found that respondents do not have much interest to ask for bibliographies, catalogues, current periodicals, and dissertations etc.

14) Effectiveness of library catalogue/ Web OPAC

Table 21: Effectiveness of the library Web OPAC

Can Use Web OPAC	No. (%)
Yes	61 (79%)
No	16 (21%)

Table 21 indicates that 79% respondents can use Web OPAC effectively whereas 21% respondents found difficult to use.

15) Organizing lectures on effective use of library

Table 22: Whether library organize lecture on effective use of library

Organising Lectures	No. (%)
Yes	71 (92%)
No	6 (8%)

Table 22 display that 92% respondents found that library organizes lectures on the effective use of library whereas 8% respondents do not know that library organizes such kind of programs.

16) Satisfaction with the opening hours of library

Table 23: Satisfaction with opening hours of library

Satisfied	No. (%)
Yes	57 (74%)
No	20 (26%)

The table 23 indicates that majority of respondents (74%) were satisfied with opening hours of the library while 26% respondents were not. This indicates that 26% respondents wanted to have library opening for more number of hours than existing schedule.

17) Reasons for not using library frequently

Table 24: Reasons for not using library frequently

Reasons	Isolated library location	Time shortage	Unhelpful staff	Unsuitable library hours	Lack of information
No. (%)	56 (73%)	31 (40%)	8 (10%)	12 (16%)	7 (9%)

Table 24 shows that majority of respondents (73%) felt that library building is too isolated from their department due to that they are not using the library frequently. Further, 40% respondents have not visited the library frequently due to a shortage of time. The unhelpful attitude of library staff resulted in less use of the library by 10% respondents whereas unsuitable opening time of library resulted in less use of the library by 16% respondents. Due to lack of current/specialized information in the library turned not to use the library by 9% respondents.

18) Rating the collection and services of library

Table 25: Rating of collection and services of library

Ratings	Collection	Services
Poor	6 (8%)	3 (4%)
Inadequate	18 (23%)	9 (12%)
Adequate	41 (53%)	50 (65%)
Excellent	12 (16%)	15 (19%)

Table 25 shows the ratings given by the respondents for the collection available in the library. There are 53% respondents, who accepted that present library collections are adequate whereas 16% respondents found it excellent. There are 23% respondents who said that library collection is inadequate while only 8% respondents found it in poor condition. Table 25 also shows the ratings given by the respondents for the services provided by the library. There are 65% respondents accepted present library services are adequate whereas 19% respondents said that library services are excellent. There are 12% respondents found library services are inadequate while 4% respondents found poor library services.

19) Able to locate books on shelf

Table 26: Ability to locate books on shelf

Able to Locate	No. (%)
Yes	65 (84%)
No	12 (16%)

After the analysis of table 26, it has been observed that majority of respondents (84%) were able to find out their required reading materials whereas 16% respondents were unable to do so.

20) Asking assistance from library staff to locate books

Table 27: Assistance from library staff for locating books

Insist for Assistance to Locate Books	No. (%)
Yes	19 (25%)
No	58 (75%)

From table 27, it would be noticed that a larger proportion of respondents (75%) do not insist for any assistance from the library staff to locate books. The one-fourth respondents (25%) prefer to take help from library staff during difficulty.

21) Satisfaction rate with loan period, no. of books, rules & regulations, and library environment

Table 28: Satisfaction rate

Satisfied	Loan Period	No. of Books	Rules	Environment
Yes	57 (74%)	54 (70%)	73 (95%)	70 (91%)
No	20 (26%)	23 (30%)	4 (5%)	7 (9%)

On the analysis of table 28, it has been observed that majority of the respondents (74%) were satisfied with the present loan period of books. At present, the PG students can borrow a book for fifteen days from the date of issue and can be renewed once after its expiry date. There are 26% respondents did not found present loan period is satisfactory. Regarding the satisfaction with numbers of books issued at a time is responded by 70% respondents while 30% respondents were not satisfied. From the table 28, it can be an inference that majority of the respondents (95%) were satisfied with the present rules and regulations of the library. Only 5% respondents were not satisfied with the present rules and regulations of the library. Further, it can be an inference that majority of the respondents (91%) were satisfied with the library environment while 9% were not satisfied with present library environment.

22) Availability of online search facility

Table 29: Availability of online search facility in library

Availability of Online Search	No. (%)
Yes	69 (90%)
No	8 (10%)

From the table 29, it can be an inference that majority of the respondents (90%) accepted that library is providing online search facility while only 10% had no such idea that library is having such kind of search facility.

23) Helpfulness of library staff

Table 30: Helpfulness of library staff

How helpful are the library staff	No. (%)
Always	18 (23%)
Often	19 (25%)
Sometimes	22 (29%)
Rarely	12 (16%)
Never	6 (8%)

From the table 30, it has been observed that majority of the respondents (29%) found that librarian and library staff are "sometimes" helpful in finding answers to their queries whereas "always" helpful by 23% respondents and 25% respondents found "often" helpful. They become "rarely" helpful by 16% respondents while 8% respondents found "never" helpful the library staff during their query.

24) Usefulness of library services
To know the usefulness of the services provided by the library, respondents have been given three point scales (Very Useful, Useful, and Not Useful) to rate the services. The services which were rated by respondents are circulation service, reference service, reprographic service, and Web OPAC.

Table 31: Usefulness of library services

Ratings	Circulation	Reference	Reprographic	Web OPAC
Very Useful	14 (18.18%)	20 (25.97%)	8 (10.39%)	14 (18.18%)
Useful	41 (53.25%)	31 (40.26%)	21 (27.27%)	32 (41.55%)
Not Useful	1 (1.30%)	3 (3.90%)	14 (18.18%)	5 (6.49%)
No Response	21 (27.27%)	23 (29.87%)	34 (44.16%)	26 (33.76%)

Table 31 indicates the usage level of various library services. The majority of respondents (53%) found circulation service "useful" whereas only 18% respondents found it "very useful". There were very fewer respondents (1%) found circulation service "not useful" while surprisingly, more than 27% respondents have not responded the question though they were using the circulation services. This negligence about circulation service of the library might be due to ignorance of the technical word "circulation" because of many respondents aware it with another name like "issue/return". In the case of reference service, the majority of respondents (40%) found it "useful" whereas only 26% respondents found it "very useful". There were few respondents (4%) found it "not useful" and about 30% respondents have not responded the question. In the case of reprographic service, the majority of respondents (44%) have not responded the question might be due to their ignorance about the word "reprography". Moreover, the majority of respondents have not responded to the question then also 10% respondents found it "very useful" and 27% respondents found it "useful".

There were a significant number of respondents (18%) found it "not useful". Reprography service is one of the important service provided by the library but might be due to ignorance about word "reprography" they have not responded properly because the most popular term "Xeroxing" has not been used by the researcher for the query. Web OPAC is an important service of the library. In this case, the majority of respondents (41%) found it "useful" whereas only 18% respondents found it "very useful". There were very fewer respondents (6%) found it "not useful" while 34% respondents have not responded the question might be due to lack of technical support provided by the library to find out resources through the online catalogue.

25) Making suggestions to acquire desired books by library

Table 32: Whether making suggestions to library for acquiring new books

Response	No. (%)
Yes	19 (25%)
No	58 (75%)

The table 32 shows that only 25% respondents were suggesting the librarian borrow the new books on desired topics while the majority of respondents (75%) didn't make any suggestion. This seems that majority of respondents have no interest to ask for their desired text/subject books in the library.

Table 33: Satisfaction rate of respondents on arrival of desired books

Response Rate	Highly satisfactory	Satisfactory	Not satisfactory	Poor
No. (%)	4 (21%)	11 (58%)	2 (11%)	2 (11%)

Further, in response to sending the suggestion to the library to acquire new books of specific interest, the response of the library is rated with different levels. Table 33 displays that 21% respondents were "highly satisfied" with the response of the library whereas the majority of respondents (58%) were "satisfied". There were 11% respondents found "not satisfactory" and "poor" response from the library respectively.

26) Frequency of use of information products

Table 34: Frequency of use of information products

Information Sources	Most Frequently (%)	Frequently (%)	Sometimes (%)	Rarely (%)	Never (%)	No Response (%)
Subject Books	56%	27%	5%	1%	-	10%
Reference Books	21%	26%	25%	13%	1%	14%
Printed Journals	1%	13%	30%	27%	5%	23%
Newspapers	9%	19%	32%	16%	4%	19%
Theses/ Dissertations	3%	10%	21%	26%	12%	29%
E- Journals/ E- Books	1%	16%	23%	21%	10%	29%
Other Internet Sources	5%	23%	25%	8%	5%	34%

From the table 34, it has been observed that subject books have been "most frequently" used by the respondents followed by "frequently" used. For reference books, 21% respondents used "most frequently" whereas 26% respondents used "frequently" and "Sometimes" used by 25% respondents. There are 13% respondents used it "rarely". For printed journals, very less number of respondents (1%) used it "most frequently" whereas 13% respondents used it "frequently" and the majority of respondents (30%) used printed journals "sometimes" during

the course of study while 27% respondents used it "rarely". For newspapers, only 9% respondents used "most frequently" whereas 19% respondents used newspapers "frequently". The majority of respondents (32%) used newspapers "sometimes" while "rarely" used by 16% respondents. In the case of theses/dissertations, very less number of respondents (3%) used "most frequently" whereas "frequently" used by 10% respondents. About 21% respondents used "sometimes" while the majority of respondents (26%) used these documents "rarely". E-journals/E-books have been "most frequently" used by 1% respondents whereas "frequently" used by 16% respondents. Majority of respondents (23%) used e-journals/e-books "sometimes" while "rarely" used by 21% respondents. With regard to the use of other Internet sources, 5% respondents used "most frequently" whereas it has been "frequently" used by 23% respondents. A large number of the respondent (25%) used "sometimes" while 8% respondents used Internet sources "rarely". Besides these responses, significant numbers of respondents have not responded to the questions in each category of information sources.

27) Usefulness of information products

Table 35: Usefulness of information products

Information Sources	Most Useful	Useful	Least Useful	Not Useful	No Opinion
	%	%	%	%	%
Subject Books	60%	27%	3%	1%	9%
Reference Books	29%	45%	6%	4%	16%
Printed Journals	8%	45%	17%	5%	25%
Newspapers	16%	32%	22%	9%	21%
Theses/ Dissertations	8%	36%	17%	6%	21%
E- Journals/ E- Books	6%	34%	22%	8%	30%
Other Internet Sources	10%	32%	19%	6%	31%

From the table 35, it has been observed that subject books have been considered "most useful" by the majority of respondents (60%) and "useful" by the 27% respondents. Very few respondents (3%) found books as "least useful" while 1% respondents feel "not useful". For reference books, 29% respondents found "most useful" whereas 45% respondents said "useful". "Least useful" declared by 6% respondents while 16% respondents had "no opinion". For printed journals, comparatively less number of respondents (8%) found "most useful" whereas the majority of respondents (45%) found "useful". About 17% respondents found printed journals "least useful" while significantly 25% respondents had "no opinion". For newspapers, only 16% respondents found "most useful" while the majority of respondents (32%) found "useful". There are 22% respondents found newspapers "least useful" whereas a significant number of respondents (21%) had "no opinion". In the case of theses/dissertations, comparatively less number of respondents (8%) found "most useful" whereas the majority of respondents (36%) found "useful". Total 17% respondents found it "least useful" while significantly 21% respondents had "no opinion". E-journals/ E-books have been "most useful" by 6% respondents whereas "useful" by 34% respondents. Significantly 22% respondents found it "least useful" while 30% respondents had "no opinion". With regard to the usefulness of other Internet sources, 10% respondents found "most useful" whereas the majority of respondents (32%) found it "useful". A large number of the respondent (31%) had "no opinion" while 19% respondents found "least useful". Besides these responses, few numbers of respondents had "not useful" opinion in each category of information sources.

7. Findings of the Study

Following are the major findings of the study drawn from the data analysis and interpretation:
- The average response rate of the questionnaire from the respondents during the study was very good (77%).
- The ratio between male and female respondents is more or less equal while the ratio of 1st semester and 3rd semester respondents has a significant difference.
- A Larger proportion of respondents visits library when they are in need followed by more than once in a week.
- The majority of respondents visit the library for studying course material purposes followed by borrowing the documents from the library, consulting reference materials, and reading news paper/magazines.
- The majority of respondents stay in the library up to 2 hours.
- 88% respondents prefer to use university library than any other library within the city premises. Out of this, 78% respondents preferred university library due to its rich collection than its user services.
- 51% respondents were able to keep up to date with the latest literature available in the library while 49% were unable to do so.
- Lack of time was the main problem with the respondents who were unable to keep up to date themselves.
- Respondents were very weak in reading a number of periodicals daily, weekly, fortnightly, monthly and on yearly basis.
- A major proportion of respondents borrowed average 1-4 books per month.
- The majority of respondents had no interest to reserve newly arrived books in the library.
- Books have been found the most used resource by the 92% respondents. Newspapers have been used by 60% respondents.
- Very less number of respondents (22%) consulted the library authority for non-availability of required documents. The majority of respondents have not shown any interest in this regard.
- 45% respondents ask for assistance to locate books.
- 79% respondents effectively used Web OPAC to find out their required document within the library.
- 92% respondents accepted that library organizes lectures on the effective use of the library.
- 74% respondents were satisfied with opening hours of the library.
- The majority of respondents (73%) found isolated library location due to which they were not using the library frequently followed by lack of time and unsuitable library hours.
- The higher number of respondents (65%) found that present library services are adequate whereas 53% respondents reported that present collection of the library is adequate for them.
- The majority of respondents (84%) can locate books on shelf whereas 75% respondents did not prefer to take any assistance from library staff for locating the books.
- The higher number of respondents (74%) satisfied with the loan period of the books. In the case of a number of books issued at a time, 70% respondents satisfied. With regard to rules and regulations of the library, the majority of respondents (95%) were

satisfied. In response to the question that whether library environment is user-friendly or not? The majority of respondents (91%) were in positive opinion.

- The majority of respondents (90%) accepted that online search facility is available in the library.
- With regard to the helpfulness of library staff, the majority of respondents found that they were "sometimes" helpful.
- Circulation service is most preferred service among the respondents followed by Web OPAC, Reference, and Reprographic service.
- In response to the usefulness of library services, 53% respondents found circulation services is "useful" for them; 40% respondents found reference service is "useful"; 27% found reprographic service is "useful"; and 41% found Web OPAC service is "useful" for them.
- The majority of respondents (75%) had not made any suggestion to acquire new books of their choice. Only 25% made a suggestion and among them, 58% were "satisfied" with library response.
- With regard to the frequency of use of information products, subject books had been "most frequently" used by the majority of respondents. Further to check the usefulness of information products, again subject books had been found "most useful" by the respondents.

8. Conclusion

Information seeking differs from person to person. There is no clear cut methodology available regarding information seeking. Many scholars have conducted research to study information seeking behaviour of students and found that it differs with the place, environment, facilities, time and with age group. Many scholars have given information seeking behaviour models based on their experiences and they have found that models are changing with environment and time. Nowadays, students' visits library when they felt an urgent need and most of them visit to fulfill their course curriculum requirement. This shows students do not want to become a regular user of the library. Students visit the library for few hours or till their requirement. The majority of students prefer to visit libraries where they found the rich collection and good kind of services. Due to lack of regular library visitor, students are not aware of the depth of concerned subject and literature. The opening hour of library matching with students' class timing reduces regular library visitors due to time constraints. Students are having the only concern with text books and they do not find any interest in reading journals of their subject. A well organized and well-trained orientation program of the library makes users capable to use library resources effectively. Some students are good in finding their resources in the library while some hesitate to ask for any assistance from library staff. Positive support from library staff to library users changes the mindset of such users which will gradually improve their behaviour towards library collections and services. In Mizoram like hilly areas, isolated library location is a big challenge to attract the library users. It is the responsibility of library authority to think over it. Conducive library environment increases regular users of the library which can be created with the positive attitude and helping nature of library staff.

9. Suggestions

Following are the suggestion to improve upon library services which will increase information seeking behaviour of library users:

- Need more cooperation between the librarian/ library staff and the students such as informing the users regarding the new arrivals of documents in the library, sending suggestions to the librarian for acquiring interesting books/ documents etc.
- Library staff should be more users friendly.
- Library working hours need to be extended or revised so that maximum users can utilize its services.
- Library location is too isolated from the department building which reduces library users. In turn, the library can initiate mobile library or extension centers at the school level.
- More specified and rich collections and specialized services are needed.
- Online content delivery can be initiated to increase the interest and usage of journals/periodicals.
- The well-organized training program should be organized and printed tutorials should be made available every time for users.

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