

PSYCHOLOGICAL BEHAVIOUR OF USERS  
IN CENTRAL UNIVERSITY LIBRARIES IN  
UTTAR PRADESH: A STUDY

**Abstract of Dissertation**

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## ABSTRACT

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### 1. INTRODUCTION

A library is a sacred place of collection of books where an user can satisfy their thirst for knowledge or information. Today we can find library almost everywhere. It may be private library or public library; Private library is owned by an individual where they collect book for their own interest or books related to their professional field. Public library is open to all where anyone can visit and use as per their requirements. Reading room provided in the library have the collection on magazines, newspaper etc. where anyone can go and read it. Even if the time for library is not good enough, they can get it issued form librarian and get them return after their requirement is fulfilled. The library helps a good deal in spreading knowledge and education. Many books are so costly that a man of average means cannot purchase them. People can derive benefit from these books be consulting them in library.

### 2. MEANING OF LIBRARY

The word “library” comes from the Latin word, “Liber” meaning “book” Hence the library is said to be a place where books and other information resources are kept for the use of people. The use and demand for library in today’s era has increased so drastically, that no institution can be seen without library in their building. Libraries not only contains textbooks, magazines or newspaper but also has well equipped network system through which user can download e-books or e-journals for their use.

The various definitions of library are:

-“Library, traditionally, collection of book used for reading or study, or the building or room in which such a collection is kept “

“A place where books, magazines, and other materials (such as videos and musical recordings) are available for people to use or borrow.

### **3. RELATION BETWEEN LIBRARY AND USERS**

Nowadays the most important component of library is the users. Any efforts in the development or establishment of library would be considered wasted if it does not fulfill the user's need. The library users are undisputedly the most important in any library setting. In today's era users are the focal point of the library and information services as it primarily exist to satisfy the need of users. This is the reason why the mission statement of any library always reflects the determination of the other components of the library to render best services to library users. A library is said to be productive only if it is capable of satisfying the library users.

The word "visit" as used in the today's century, include remote access to library portal or website. According to Aina (2004) the term users are referred to those who use the services and facilities provided by the library. The other terms used for "users" are clients, patron, information users, information seekers, consumers, readers, etc.

Just like today's era, everything has got virtual, similarly the library and its users has also gone virtual. This means library is not only bound within the four walls. It has now transformed to "library without walls" which means that collection of information resources are not only exist on papers, microform, or other tangible form in physical places but are also available electronically in digital format which can be accessed via computer networks.

With the advancement in the technology library has also brought some advancement in their technology which the users must learn in order to access the library collections, as access is no longer restricted to the user paying a visit to the library (building) physically. So library users should be more responsible and careful in locating and retrieving information from the library's collections more than they have done in the traditional library.

Library also helps users in social functioning, fulfilling social objective and maintaining social heritage. Overall library helps in both formal and non-formal education and research.

#### **4. PSYCHOLOGY**

The scientific study of mind and behavior is referred as Psychology. The word “psychology” comes from the Greek words “psyche,” meaning life, and “logos,” meaning explanation. Psychology is a popular major for students, a popular topic in the public media, and in our everyday lives. Many television shows such as Dr. Phil feature psychologists who provide personal advice to those with personal or family difficulties. Many Crime dramas such as CSI, Lie to Me, and others feature the work of forensic psychologists who use psychological principles in solving the crimes. Many people have direct knowledge about psychology as they have visited psychologists, for instance, school counsellors, family therapists, and religious, marriage, or bereavement counsellors. Since in our everyday lives we are exposed to the work of psychologists, we get an idea about psychology and what a psychologist does. In many ways I am sure that your conceptions are correct.

Psychologists do work in forensic fields, and they also provide counselling and therapy for distressed people. But there are many psychologists in the world; most of them work in other places we are not aware of. Most of the psychologists work and study behavior of humans and animals in research laboratories, hospitals, and in other fields etc. For instance, my colleagues study such diverse topics as anxiety in children, the interpretation of dreams, the effects of caffeine on thinking, how birds recognize each other, how people from different cultures react differently in negotiation, and the factors that lead people to engage in terrorism. Other psychologists study such topics as alcohol and drug addiction, memory, emotion, hypnosis, love, what makes people aggressive or helpful, and the psychologies of politics, culture, and religion etc. Psychologists also found working for schools, colleges and businesses where they use a variety of methods, like observation, questionnaires, interviews, and laboratory studies, to help and especially the psychological behavior of the students and users towards libraries.

This chapter focuses on especially the psychological behavior of the students and users towards libraries and introduction to the broad field of psychology and the many approaches that psychologists implement to understand human behavior.

## **5. PSYCHOLOGICAL BEHAVIOUR OF USERS**

The most important consequences of the revolutionary changes that can be seen is the recognition, first is the information is composed of complex structure and second is, humans reaction to the information in complex ways.

After Electronic Information resources and its widespread, dependence on printed sources of library has been reduced specially in Central library. Students increasingly interaction with information is becoming a focused concern for Psychologists.

Central library's always had a mandate to provide effective and efficient library services to all members and staff.

I tried to explore the possibilities of developing evaluating tool for assessing effectiveness and efficiencies of library by asking some research questions to the staffs like - Are students engaged when using library particularly when using study areas. I wanted to find out what behaviour students are exhibiting in central library while using study areas.

## **6. STATEMENT OF THE PROBLEM**

The problem chosen for the present study entitled, **““PSYCHOLOGICAL BEHAVIOUR OF USERS IN CENTRAL UNIVERSITY LIBRARIES IN UTTAR PRADESH: A STUDY””**.

## **7. OBJECTIVES OF THE STUDY**

The objectives of the study are:

1. To understand the psychological behavior of the users in libraries.
2. To study the performance of the university libraries on some of the selected parameters.
3. To measure awareness among the users about the facilities available in libraries.
4. To understand the level of the users satisfaction of library services.
5. To explore the problem faced by the users in the library.

## **8. SCOPE OF THE STUDY**

The study entitled, “**PSYCHOLOGICAL BEHAVIOUR OF USERS IN CENTRAL UNIVERSITY LIBRARIES IN UTTAR PRADESH : A STUDY**” helps to know the reaction of users involved for the information resources of the central libraries. This study also helped in evaluating present library services based on the satisfaction. The study scopes in the fulfilment of user need, demand and wants in the modern library.

The study focused providing and prompts library services in context of user satisfaction. This study also scopes to eradicate the various barriers in providing effective, modernize and user satisfactory library services.

The following universities are considered for the study:

- ✓ Aligarh Muslim University, Aligarh
- ✓ Babasaheb Bhimrao Ambedkar University, Lucknow
- ✓ Banaras Hindu University , Varanasi
- ✓ University of Allahabad, Allahabad

## **9. HYPOTHESIS OF THE STUDY**

1. Every user has different psychological behavior for seeking information.
2. University libraries are doing well in their services and offering collections.
3. Almost every user is aware of the facilities available in libraries.
4. Most of the users are satisfied with the library services.
5. Some of the users face problems in using information resources.

## **10. SIGNIFICANCE OF THE STUDY**

A careful study of literature reveals that there is no such work done in the central university libraries of Uttar Pradesh, particularly dealing with the Psychological behavior of users. Through this study we can make a better study to

know what users think about their library and library staff and also what they learn and achieve from the library. This study enables to find out the problems which users usually face in the library. This study will also evaluate the impact of user satisfaction on the library services.

## 11. METHODOLOGY

As the research has become the important aspect of human activity, it provides dependable solutions to problems, which manifest in various fields of study. It is through this only; the knowledge grows and develops ultimately leading to the expansion of the boundaries of knowledge and scholarship. Research also helps in exploring the solutions to the problems and resolve conflicts. This shows the importance of research. It can be said that progress made by our society is due to the results of research. Research is the deep and exhaustive investigation to discover new facts and figures which are then interrupted in the light of known ideas, laws and theories to revise the current law and theories in light of newly discovered ideas, and to apply the conclusions to some practical purposes.

In this study, convenient sampling was used for personal visit to distribute the questionnaires. Convenient sampling (availability sampling) is really a particular form of non-probability sampling approach that depends on data collection from population members that are easily offered to take part in study. Quite simply, that sampling method requires finding members wherever you will find them and on average wherever is convenient. In convenient sampling no inclusion criteria determined prior to the selection of subjects. All subjects are asked to participate. Convenient sampling method may prove to be efficient throughout exploration point of the study area, and when completing collection in order to recognize and handle shortcomings associated with questionnaire design (Saunders, *et.al.*, 2012).

A questionnaire was used as a tool for data collection. A questionnaire has been designed for the users. The different types of questions such as dichotomous questions (yes/no), multiple choice questions were included in the questionnaire. Furthermore, every question had been well framed so that it would be easy to understand and take less time of all the users of central libraries to provide the needed information. In this study, data were analyzed with the help of the using SPSS

software. It was also used to prove in stated hypothesis. The observed data were framed in the form of table and graph with percentages.

## **12. ORGANIZATION OF THE STUDY**

The study has been organized in the following chapters:

**Chapter 1:** ‘Introduction’ about the library and the relation of users to its library has been described in the chapter. A brief description of users psychological behavior towards the library has also been described which include their attitude, learning, thinking and achievement.

**Chapter 2:** “Review of literature” provides the information regarding the previous studies that were undertaken by the Central libraries in India and abroad. It also examines the differences in the attitude of various users towards their library, their mode of collection, development in the library, the overall status of the library. The primary and secondary data have been used for the creation of this chapter.

**Chapter 3:** Psychological behavior of the users towards the central libraries of U.P. with special reference to central libraries of Banaras, Allahabad, Aligarh and Lucknow. The study deals with the psychological behavior, the attitude, the thinking of the users towards the libraries which mentions that not every user have same thinking and attitude towards the library and it also described some problems and library anxiety.

**Chapter 4:** ‘Profile of the central libraries’ of the central universities of Uttar Pradesh. Brief introduction about some central universities like, B.H.U, Aligarh Muslim University, Allahabad University and B.B.A.U with their year of establishment, total departments, the library and its collection, facilities and services and the staff members available.

**Chapter 5:** Data analysis and interpretation deals with the analysis of research data collected from the respondents. Mathematical analysis is used for interpreting data and is presented in the table and graphical chart.

**Chapter 6:** ‘Finding, Conclusion and Suggestions’ is the concluding chapter which has the findings of the study and conclusion based on the collected data through various means. This chapter also gives valuable suggestion for the

improvement required to fulfill the requirements of the users and development of the library.

### **13. FINDINGS OF THE STUDY**

These are major findings of the study:

- Findings revealed that maximum users have the habit of visiting library on daily basis while some users love to make visit on weekly basis and very few users prefer to visit library monthly or occasionally as per their schedule and mood.
- Many of the respondents chose fresh morning time to visit library due to soothing atmosphere and relaxed mind. Average number of user were found to visit library in their free time, due to their hectic schedule followed by respondents who prefer noon time after getting free from their regular classes and schedule. Very few even prefer night and evening time for the library.
- Findings also revealed that many respondents prefer to visit library alone to make better concentration. Some users found to visit with their friend, very few have the habit of visiting library with groups or with girlfriend or boyfriend to spend time.
- It is also observed that maximum users considered the library as the silent place to study, so they preferred silent environment while very few even demanded to have the homely environment to relax and study simultaneously as in home.
- Most of the users uses library for reading purpose compared to any other purpose like research work and making presentation. Average no. of users uses library to have general awareness.
- Maximum percentage of respondents preferred textbooks for their information need which is followed by newspaper and magazines. These are preferred best sources of information for the maximum users while very few loved to have research paper and gov. publication.
- Finding about awareness of library resources, it was found that many users were aware of the books related to the subject while many of the users were unaware of the different library resources available like journals, reference sources, and general magazines.

- While focusing on facilities it was found that maximum respondents were satisfied with the arrangement of books, furniture and equipment and reading room while some indicated their dissatisfaction with the arrangement of books and library staff and their careless attitude.
- Most of the users considered circulation services excellent. Average no. of users even find internet services good while some showed their dissatisfaction with the OPAC service.
- Focusing on expectation of users regarding facilities, it was observed that maximum users wished to have group discussion room to have discussion. Some even indicated their interest to have cafeteria to have refreshments at regular interval. Very few users also wished to have rest room.
- Many users were even found to have problem in using library in which most of the respondent faces problem due to outdated old material which is never replaced. Some were even found dissatisfied with the material they require while very few have the problem with atmosphere which they considered to be boring.
- Many users were found to have developed negative attitude for library services. Most of the users were disappointed with the low speed of internet due to which they get irritated and kill their time. Some even indicated their disappointment with the library timings.
- Focusing on thinking of users many users considered their library to be a good place to have knowledge while very few considered it to be a boring place due to its calm and peaceful environment.
- Many users were found satisfied with the achievement they gained due to library in which most of the users gave credit to library for achieving multidisciplinary knowledge and fulfilling their interest in different subjects.
- Finding the reason behind long stay in the library by the users, it was found that most of users spend long hours due to appropriate reading atmosphere.
- Finding revealed that most of the users believed that library staff is very friendly helpful and cooperative, while very few respondents show dissatisfaction due to their inactiveness and non-supportive attitude.

- Maximum respondent were found to have satisfied with the infrastructure whether it was space of library, ventilation, accessibility and reading room etc. which help them in increasing interest towards the library.

## **14. CONCLUSION**

In the light of the study, an evaluation of the psychological behavior of the users in the central university libraries in U.P. has been significant for many students and libraries. In a true sense, the effectiveness and efficiency of this study depend on the user-based resource collection. Therefore, in the rapidly changing library environment, the present situation demands that the library must be aware about the psychological behavior of different categories of users.

The present study clearly indicates that there are still a majority of users have a habit of daily visit in library, in their free time for reading and searching purpose with friends (Boy/Girl). It has also been noted that the knowledge of electronic mail and search engines was very high among the users. It is also observed that more than half of the students encountered problems in accessing the electronic resources. It has been viewed that for the university libraries, it was essential to be proactive and provide the library services to maximize their usage as it is observed that the majority of the users could not be provided any help by the library staff and hence resulted in their dissatisfaction.

In totality, it is noticed that when researcher were asked about the Library staffs from different respondents about the library staff and their management. Respondents showed different attitude towards the library staff. Some respondents believed that the library staffs were active, quite friendly and cooperative; they feel free while interact with them. Some other respondents believed that the library staffs are well behaved.

The study was also found that maximum respondents were satisfied with the infrastructure of library, appropriate reading atmosphere, arrangement of books, furniture and equipment and reading room while some indicated their dissatisfaction with the arrangement of books. This study also observed that most of the users gave credit to library for achieving multidisciplinary knowledge and fulfilling their interest

in different subjects. It is also observed that more than half of the users encountered problems due to outdated old material which is never replaced in library. They also faced problems in accessing the electronic resources.

## **15. SUGGESTIONS**

Major suggestions of the study are as follows:

1. All the users of the library are highly motivated with use of library and electronic sources and services.
2. The Library should enhance the more services for daily users and with the ease of e-resources.
3. From all the library visit survey it has been found that most of the library is suffering from low internet speed, so they should take another way out for the increase internet speed and their regarding services.
4. Library services are well furnished but still there is need to modify some services in a proper way.
5. The Library should arrange some orientation program from time to time from which the users of the library gets awarded of latest aspects occurring now a day's around all of us.
6. Conduction of training program or kind of workshop will be more helpful.
7. Newer addition must be available.
8. As the ICT is applicable everywhere including library also, so it would more grateful for enhancing the more information resources in the library for accessing the subject or terms related information according to their own benefits and satisfaction.
9. From the above analysis it is recommended that the services like proactive e-mail content page must be available for the betterment of the users for the accessing efforts done as frequently particular interval of time.
10. Enhancement of latest technologies.