

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

Dissertation

SUBMITTED FOR AWARD OF THE DEGREE OF

Master of Philosophy
in
Library and Information Science

UNDER THE SUPERVISION OF
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ENROLLMENT NO: 170/14

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*Dedicated to My
Dear Parents*

DECLARATION

I hereby declare that this dissertation entitled “**PSYCHOLOGICAL BEHAVIOUR OF USERS IN CENTRAL UNIVERSITY LIBRARIES IN UTTAR PRADESH : A STUDY**” submitted by me for the award of Degree of the Master of Philosophy in Library and Information Science to the Department of Library and Information Science, Babasaheb Bhimrao Ambedkar (A Central University), Lucknow is an outcome of my own efforts and is an original work. The content of this dissertation did not form a basis for the award of any previous degree to anyone else. It is also undertaken that this dissertation is essentially free from all kinds of plagiarism.

I hereby also undertake that this dissertation submitted by me to Babasaheb Bhimrao Ambedkar Lucknow satisfies all the requirements as stipulated in the Master of Philosophy (M.Phil.) regulations-2015 and it is fit for submission and evaluation for the award of the degree of Master of Philosophy in Library and Information Science of the University.

It is also certifies that the Suggestions suggested by DRC during pre-submission presentation on Dated 23/05/2018 duly incorporated in my dissertation.

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CERTIFICATE

This is to certify that the dissertation entitled “**PSYCHOLOGICAL BEHAVIOUR OF THE USERS IN CENTRAL UNIVERSITY LIBRARIES IN UTTAR PRADESH : A STUDY**” Submitted by **Anand Prakash Shukla** is an original research work and has not been previously submitted in part or full for the award of any other degree or diploma to this or any other university.

The dissertation submitted to Babasaheb Bhimrao Ambedkar University satisfies all the requirements as stipulated in the Master of Philosophy (M.Phil.) regulations-2015 and it is fit for submission and evaluation for the award of the degree of Master of Philosophy in Library and Information Science of the University.

The Suggestions made by DRC on the day of his pre-submission presentation are incorporated by the candidate

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Supervisor

Place:

Head of the Department



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Dated:

(Anand Prakash Shukla)



PREFACE

PREFACE

In Library, it is important to focus on psychological behavior of users at regular interval which would help in enhancement of services and development of library in central universities.. According to fifth law of S.R. Ranganathan, Library is a growing organism. If professionals want to save library system then it is very essential for library to provide facilities on the demand of users' community. This study has tried to investigate about psychological behavior of users of library while using their library and the reason behind their changing attitude towards library and the role which library played in their learning aspects and achievements. Researcher has also identified the problem and reason of the present status of the library. The whole work of study is arranged in five chapters:

Chapter 1: Introduction

The first chapter is introduction of the whole study, starting from the introduction of Psychology of users which include the attitude, learning, thinking and achievement. After that statement of the problem, need and significance of the study, objectives of study, as well as hypotheses, scope and research methodology, are discussed.

Chapter 2: Review of Literature

The second chapter presents the review of literature related to the differences in attitude of the different users towards library. Most of the literatures are of recent decade.

Chapter 3: Psychological Behaviour of Users

The third chapter of this dissertation consist theoretical part of Psychological behavior of the users towards the central library of Uttar Pradesh 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: Profiles of Selected University Libraries, Uttar Pradesh

The fourth chapter is profile of selected central university's libraries of Uttar Pradesh. This chapter is also divided into sub titles like Introduction of libraries, establishment and their resources and collections.

Chapter 5: Data Analysis and Interpretation

The fifth chapter presents tabulation, statistical analysis, interpretation, and graphical representation of the collected data from the library.

Chapter 6: Findings, Conclusion and Suggestions

The sixth chapter presents the major findings and conclusion of the study. It deals with recommendations of the study and suggestion for further future research.



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ABBREVIATIONS

AMU	Aligarh Muslim University
BBAU	Babasaheb Bhimrao Ambedkar University
BHU	Banaras Hindu University
ISBD	International Standard Bibliographic Description
ISBN	International Standard Book Number
ISSN	International Standard Serial Number
IT	Information Technology
LMS	Library Management Software
UOA	University of Allahabad
WEB-OPAC	Web Online Public Access Catalogue



CHAPTER-1

INTRODUCTION

CHAPTER - 1

INTRODUCTION

1.1 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.

1.1.1 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.”

1.1.2 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. 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, includes remote access to library portal or website. According to Aina (2004) the term users are referred to those who uses 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.

1.2 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 counselors, family therapists, and religious, marriage, or bereavement counselors. 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 counseling 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 specially the psychological behavior of the students and users towards libraries.

This chapter focuses on specially 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.

1.2.1 Attitude

Attitude is referred to as a tendency to act or react in a certain manner when confronted with certain stimuli. It is a state of readiness to think, feel about and act towards the object in a certain way by any person. It is not subjected to direct observation. It can even indicate the inner-feelings of a person towards a particular psychological object. It can be developed by any situation and experience involved in the psychological objects concerned with the various images, concepts, feelings, emotions and behavior patterns, physical and social contacts and interactions . The

belief, feelings and response tendencies of an individual represents his or her attitude towards a particular object.

Attitudes are hypothetical constructs (i.e., they are inferred but not objectively observable), they are manifested in conscious experience, verbal reports, overt behaviour, and physiological indicators. Attitudes are often related to feelings and emotions. It has a positive influence in the related behavior. Attitudes of the users towards the usage of information would reveal and explain that how far the users are psychologically favorable to the process of using information sources through the use of library materials. Attitude is a predisposition or readiness towards a certain area of action and examination of various factors including personal and psychological attributes which are related to favorable attitude towards information. This would facilitate in better understanding of the information behavior of the users.

In this study, different attitudes of the users have been covered. These attitudes include the attitude or their behavior towards the library, attitude towards the library staff. User's attitude is very much influenced by the facilities provided by the library.

1.2.2 Learning

Learning is defined as a relatively permanent change in behavior as a result of experience. The **psychology of learning** focuses on a range of topics related to how people learn and interact with their environments.

During the first half of the twentieth century, the school of thought known as behaviorism rose to dominate psychology and sought to explain the learning process. There are three types of learning described by behavioral psychology namely classical conditioning, operant conditioning, and observational learning.

In this study, some points related to learning aspects of users has been covered in which it was observed that what users learn from the library, like how to behave in the society , how to interact in the society , how they can be socially active in the society. Library has also made them learn to have the discipline life.

1.2.3 Thinking

Thinking of the persons can never be identical for a particular object. Different individual has its own way of thinking for a particular object. It may be negative or positive. Individual personality or their lifestyle very much affected by their way of thinking. Similarly in this study some points related to the thinking of the users has been covered as what they think of library and what impact library brings in their life. Like some users have the strong feeling that library is the best place to spend long hours for the study while many users think it to be a boring place. Some users considered library to be a place for entertainment and the part of their everyday life , from where they can develop their personality, get the knowledge of how to behave in society. Library is considered as to be the temple of knowledge by many users where they can find peace and concentrate in their work or career or plan for future.

1.2.4 Achievement

What an individual achieve in their life is the result of their hard work and positive attitude towards the particular objective. Though the process behind this achievement is very long but the result is beneficiary because of the dedication involved in achieving any particular objective.

In this study we will focus on what any users achieve from the library. Only the motivated users achieve what they want from the library. Some users considered library is the place from where they could achieve the multidisciplinary knowledge. Many feel it to be good learning network. Users think that they could achieve good score in their field; some of them qualified the competitive exams by spending more time and giving dedication in the library. Some user believed that they achieve different thoughts of different authors which affect their lifestyle.

1.3 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 staff's like- Are students engaged when using library particularly when using study areas. I wanted to find out what behavior students are exhibiting in central library while using study areas.

1.4 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”**

Considering the user's behavior future shape of the library will be based on the following considerations;

- To make aware of the impact of library in users life.
- Awareness regarding resources and services in the library.
- To understand the needs and wants of users in library services for their satisfaction.
- To investigate the problems faced in the modernization of the library and understandings of the users.

1.5 Objectives of the Study

The objectives of the study are:

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

1.6 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 fulfillment 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**

1.7 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.

The study was focused Psychological behavior of users in central libraries of U.P.. The survey method was used to conduct this study. 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.

1.8 Hypothesis of the Study

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

1.9 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.

1.10 Literature Surveyed

A literature survey is conducted in order to find out psychological behavior of the users towards the library. Various available literatures are studied in details for the purpose of making dissertation. Other sources that have been used are of selected central universities and much of information studied on internet.

1.11 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. Further it also mentions the objective, hypothesis, significance of the study and research methodology used.

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 behaviour of 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.

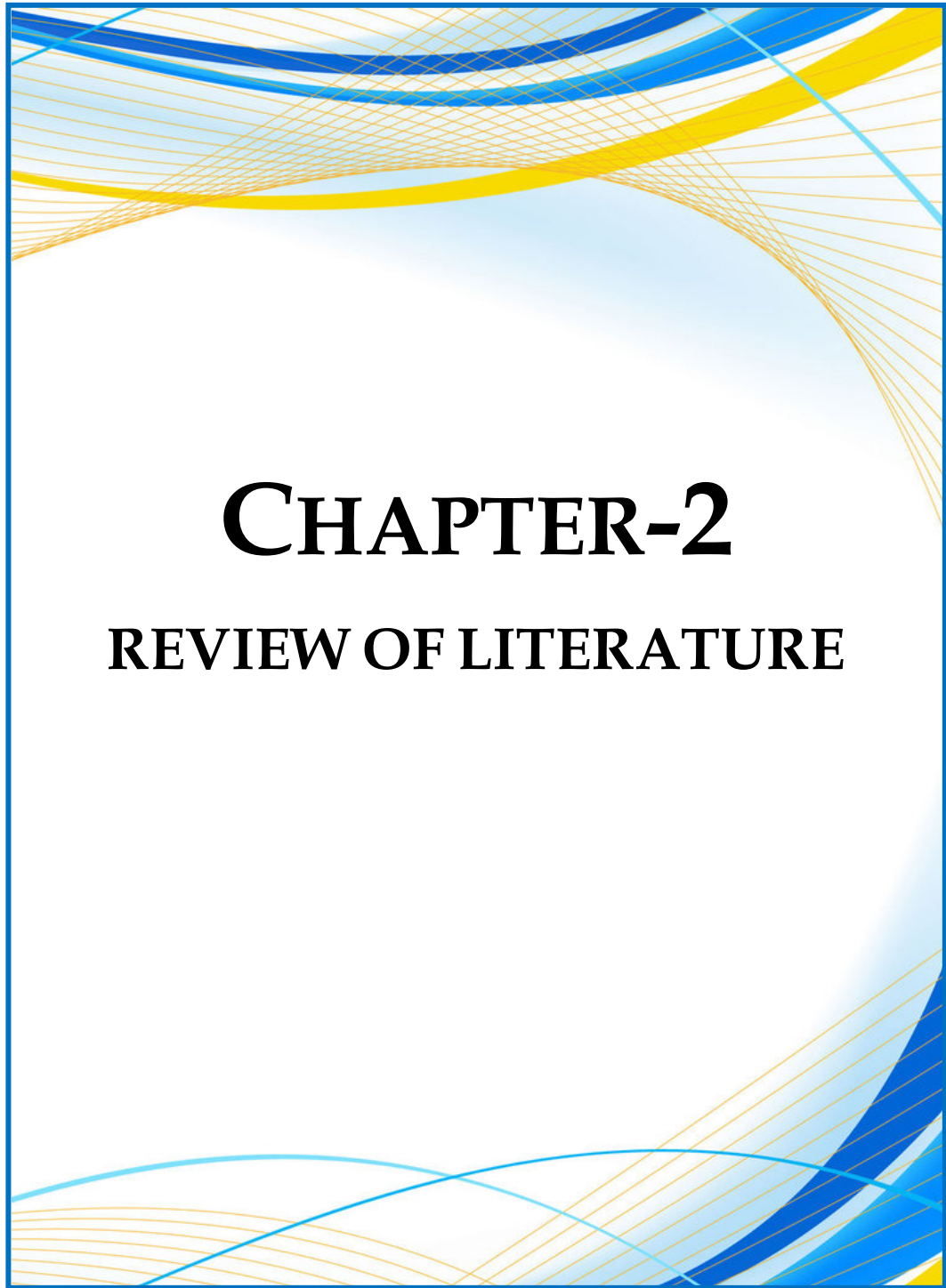
Chapter 4: ‘Profile of the central libraries’ of the central universities of Uttar Pradesh. Brief introduction about some central universities like, B.H.U, Aligarh Muslim University, Allahabad University and B.B.A.U with their year of establishment, total departments, the library and its collection,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

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CHAPTER-2
REVIEW OF LITERATURE

CHAPTER - 2

REVIEW OF LITERATURE

The most important step in thesis, dissertation or research design is the review of literature. Through it the researcher can get an overview of the research areas. It is with the help of literature review that one can get knowledge about the facts, theories and principles in research. It sheds its light on different types of researchers taken in hand by various researchers. The review of literature is a sincere effort by a researcher to locate, identify and synthesize the articles, books, research reports and similar other material which is related to the problem of research. The researcher can acquire maximum benefits while going thoroughly through the existing literature and simultaneously can get a clear understanding of his own work. Literature review is considered to be an important part of investigation. The researcher will be acquainted with the works of other researchers in any specific field and in turn will assist him in developing the understanding of the specific subject. Through literature review one can identify the un-explored areas and also the duplication of research can be avoided. In general, the review of related literature in any piece of research activity acts as a bridge that connects the background of the topic and the current problem under study. The review of literature also assists the researcher to locate the lacuna in the research. It is only after the literature review that the work of researcher will be effective and comprehensive. In general, the review of related literature in any piece of research activity acts as a bridge that connects the background of the topic and the current problem under study. Before questionnaire could be designed, a literature review was carried out to locate the main themes and problems of relevance to the research and to place the study in a broader framework.

Rani (2017) studied that the psychological factors linked with the information seeking behaviour of library users. The library facilities are improved as per the needs of the users. The understanding of many psychological behaviours linked with information seeking would be beneficial for improvement and development of existing library facilities.

Omosebi and Okhakhu (2017) focused on psychological Factors and the Use of E-Library Resource among Undergraduates in South-West Nigeria.

Siem (2016) explored the determinants of positive intergroup processes is still in its infancy. Reflecting these relatively recent developments in the social and behavioral sciences, this volume's contributions represent current directions in psychological theorizing and research on positive and proactive behavior across group boundaries. One intriguing feature of positive cross-group behaviors is that they can be conceived, at one and the same time, as individual, interpersonal, and collective phenomena.

Baker (2015) studied that the positive organizational behavior (POB) is to promote the strengths and proficiencies of the institution's human capital in the belief that doing so increases work productivity and boosts employee morale while decreasing stress and employee burnout. POB, incorporating the tenets of positive psychology within its framework, emphasizes that the psychological states of self-efficacy, hope, optimism, and resiliency are able to be quantified, improved, and controlled.

Doraswamy (2014) worked on information use pattern of the students in engineering colleges. This study provided the information about the role of the libraries in the information needs of the students in their needs point of view. Mostly the students use the libraries for their academic point of view (means for their examinations) but some of the students want to learn subject and some of the students want to use for research purpose. The key purpose of this work is to carry out a survey to assess the part of the library in information needs of the students in engineering colleges. The results showed that the students need the ready information for their examinations purpose and the core information for their knowledge purpose and standard information for their research purposes.

Kaur and Singh (2013) carried out a study related to the use of library resources and facilities by Assistant Professors in the five institutes which are under the Khalsa College Lyallpur Educational Charitable Trust Jalandhar. The study had highlighted the various aspects like regularity of visit to library, reason of visit to the library, period of stay in the library, sufficiency of library hours, reading space

services, collaboration of library staff, use of information sources, view about sufficiency of library collection, reading documents, library sources and services, view about the approach of library staff, functions of the library. This study was carried out with the help of questionnaire method and it is very fruitful both for the library staff and users.

Mahajan and Kaur (2013) have made a study on the information seeking behaviour of library users of medical, technical and university libraries of North India to find out the changes in the information seeking behaviour. Telephonic questionnaire/interview was used to conduct survey the survey. The findings of the study show that level of awareness about the quality check was very disappointing.

Pareek and Rana (2013) worked on information-seeking department and library use pattern of researchers. The study was commenced to notice the information seeking behaviour and the way of library use by the research scholars at the Banasthali University. The overall purport of the study was to determine what their information requisites and withal determine their cognizance of library accommodations available to them.

Niu and Hemminger (2012) had studied on the issues that impact the information seeking behaviour of academic scientists. The authors in their study have made an attempt to know how the information is obtained by the academic scientists related to their research in the modern period of electronic access. The survey was conducted from 2063 respondents working as researchers in the discipline of natural science, medical science and engineering at five research universities in the United States. The regression analysis is applied and the correlation framework is built. The study observed the relationship between information seeking behaviour of scientists and the factors related to the personal behaviour and environment.

Reddy and Chakravarthy (2012) carried out a work on the usage of CD-ROMS and Internet resources. The study described in brief about a survey conducted at Vardhman College of Engineering, Hyderabad (Andhra Pradesh) to find out the use of CD-ROMs, Internet resources and facilities. The study pointed out the effect of these resources on the student academic work and also highlighted the difficulties met in using the electronic resources.

Sahil and Upadhyay (2012) have made a study about the utilization of various library resources by the students of Kalyani University of West Bengal. The authors have noticed that while using the library resources and services, the students must need the guidance in order to meet the information needs. The authors further recommended that the up to date edition of text books and reference material must be supplemented to the library and the users should need direction and guidance to utilize the resources of the library.

Bembem (2011) had undertaken a study on the information seeking behaviour of users in digital environment. He examined that users have their personal purposes for the need of information. In order to satisfy these needs, they actively undergo the process of information seeking. The attempt of the user in obtaining the needed information was resulted from the recognition of some need, perceived by the user. The author had revealed that information seeking behaviour was primarily related with who needs what type of information and for what reasons, how information is found, assessed and used and how their prerequisites can be recognized and fulfilled.

Kaushik, Vichare and Pothare (2011) had also undertaken a study on information seeking behaviour of users. This study examines the information usage pattern of students of Tata Institute of Social Sciences, who were making use of cyber library comprehensively. An organized questionnaire was prepared to gather data about information seeking behaviour. The used behaviour with regards to frequency of visit, most preferred database, preferred timing of visit, convenience of access, assistance required during access etc. are studied. The analysis of data and findings suggested some areas where the cyber library facility can be improved upon.

Magesh, Nagarajan and Esmail (2011) worked on ICT based resource and their usage pattern. In this study they showed that in recent years, internet has become most popular source of information for the researchers, scholars, teachers, professionals and students. The work was aimed to see the need and usage of internet by the academic community of allied colleges in Thiruvalluvar University, Vellore, India. Their work presented the variety of usages of internet by PG students, research scholars and faculty members. The finding of their study would assist Arts and Science libraries in Thiruvalluvar University to develop strategies and policies that could make better use of ICT based resource (Internet).

Prabhavathi (2011) while seeking the information from the post graduate students of SPMV, Tirupati, witnessed that almost half of the respondents visited library on daily basis to prepare for the examination. To support their curriculum and examination, about 94.6% respondents were making use of the books. The author has focussed that the orientation programmes should be used on library resources and services.

Thanuskodi and Ravi (2011) carried out a survey in Manonmaniam Sundaranar University, Tirunelveli regarding the use of digital resources by 140 research scholars and faculty members. The study revealed that most of the faculty were having the similar attitude towards the library resources and were using these resources for research. The faculty members were learning by self-study the numerous skills essential for the usage of digital resources. The study concluded that library and information professionals should be much cognizant of the digital resources which are accessible in their field of study and these must be assessed well in advance before passing them on to other library users.

Tyagi (2011) has made a study on the usage of electronic information sources. The current work exhibited that user awareness and views of EIS. The study conducted measures online journals and the databases by the under graduate, postgraduate, research scholars and faculty members of IIT Roorkee, India. The study had shown that bulk of respondents marked the library was having valuable online journals and databases. The library users were much conscious about the accessibility of EIS.

Gowda and Shivalingaiah (2010) have made a study on the researchers in the university libraries in Karnataka. The authors have noticed that there is a major variance among the research scholars of various disciplines and this difference was noticed in means of literature search, purpose of visit to the library and the time they consume in the library

Pushpalatha and Mallaiah (2009) undertook a survey on the use of information resource in the Department of Chemistry, Mangalore University from 138 users. The study depicted that most of the users who visit the library, besides

borrowing the books, also access the periodicals and browse the online journals also. To locate the information the help was being sought from the OPAC and library staff.

Roy and Paul (2009) undertook a study with respect to the usage of books in a research library. The study was carried out in order to find out that whether the purchased books in the library are being used or not. This helps to identify strength and weakness in the book collection from present pattern of use. In compliance with such interest, the performance indicators are categorized according to their characteristics and are related with library effectiveness. The chance of quality assessment of library services was also suggested in the concluding part.

Adedibu (2008) carried out a survey related to the use of catalogue service by the science students of University of Ilorin. The study was based on questionnaire method and the questionnaire was distributed among 500 users. The study had revealed that about one third respondents were aware of the use of catalogues both OPAC and card system while the rest among the sample were still facing difficulties in using the catalogue. Some of the library users were seeking the help from the library staff regarding the use of catalogues. With the advancement in their academic carrier the usage of the library catalogue also gets increased

Fatima and Ahmads (2008) studied on the information seeking behaviour of the students and found that the students must be well guided while using the library resources so that they can meet their requirements regarding information

Haglund and Olsson (2008) made their study on the information behaviour of academic researchers and the outcomes of their research depicted that majority of the research people were making use of the Google as their default browser. The research people were self-reliant about their self-sufficiency in access to information. The authors have pointed out that the research people were not in regular contact with the library and were not benefited with knowledge of library and the librarian.

Tahir, Mahmood and Shafique (2008) studied information needs and information seeking behaviour of arts and humanities teachers. This study throws light on importance of information. The study indicated that the contemporary period is the information age and it has become the utmost prized element for progress in society and now information has its important part whether it may be our personal or

professional lives. In order to work appropriately in their respective fields, people require the information to complete their task.

Bandopadhyay (2004) worked on users' survey. He conducted a survey on users of public libraries. The main aim of this work was to find out the opinions of users related the facilities produced to them by certain sponsored public libraries in some districts of West Bengal. He also investigated how far they are satisfied and what more they need.

Bhatia and Goswami (2004) worked on changing perceptions and needs of users in internet era. The users today are giving little interest towards the conventional printed sources and are no longer satisfied with it. The key concept of today's user perception is that they need a one stop shop to satisfy their information needs. They are more and more becoming dependent on audio-video based latest source and services. Internet has improved the user access not only to wide variety of information sources but also expert in the field, joint collaboration for research project or publications. This is possible with the help of services like e-mail, Bulletin Board Services, Discussion forums etc.

Choukhande and Kumar (2004) worked on information needs and use pattern of faculty members and research scholars. The Key goals of their work were to find the difficulties confronted by the faculty members and research scholars; and to recommend certain remedies to crack the problem. The main outcomes of the study were, the reference sources selected by the users are encyclopaedias, journals, dictionaries etc. The users in comparison with other electronic sources use less audio-visual materials. The study had revealed that most of the users were using the bibliographies, catalogue, abstracts, indexes and many more were making use of the library for borrowing the books.

Coates, Hiyama and Wellington (2004) had carried out their work on patterns of difference; weaving threads to hold across the reference desk. This study dealt with the problems of international and immigrant students in foreign university. The study was based on the survey conducted at University of Auckland Library. The chief emphasis of their study work was to know how cultural background of users play dynamic part in creating of their hypothesis, insight and usage of library and its facilities.

Dhandore (2004) undertook a case study of the college library in order to trace out the users with regarding to data related to book issue. This study depicted that the library of the college also being an academic library is being utilised by the college students, research scholars, teachers and some citizens. The study revealed that the reading habit of the readers has a record in the daily issue register which gives the details of the books issued with respect to various subjects and also the college library has a manual daily issuing register, as the library was partially computerized.

Kannappanavar and Swamy (2004) had made a study on the library and information services. In this study an attempt was made to elicit opinions from the PG students, research scholars and faculty members of the University of Agricultural Science Library, Bangalore and Dharwad in Karnataka. The key purpose of the work was to recognize the true appearance of the prevailing library and information facilities of the agricultural universities in Karnataka.

Manju Kumari (2004) worked on the users' need in varying information landscape. The study had pointed out that it is only possible with the help of libraries that a real education can be gained. It has within power to help a student to develop its life-long learning ability and the more use of it is made, the greater was the benefit derived out of education. The study showed that the concept of present day library, which is much more than a building stocked with books. The purpose of the workshop was to add knowledge and wisdom to the students

Venkata Ramana (2004) has made a study on the present status of application of information technology in central university libraries in India. The study has concluded that Central University Libraries were in a good position with respect to resources and the information technology was used particularly to improve the access to collection, to make better the already existing resources and to save the time of both staff and the students.

Biradar, Kumar and Kumar (2003) worked on information use pattern by sericulture scientists. The study endeavoured to find the utility of library collection and information usage design by sericulture scientists. The outcome of the study showed that reports (52%), conference papers, textbooks, bibliographical sources (each 48%) and primary periodicals (46%) are frequently used sources. This work

also revealed that sericulture scientists, besides being dependent on their own library, depend also on the agricultural libraries (42%) and about 34% were dependent on sericulture libraries.

Chandel and Islam (2003) worked on use of resources by research scholars in university libraries. The primary aim of this study was to find out the utilization of electronic as well as traditional resources in the Indian universities as well as in the universities of neighbouring countries having conditions similar to India. Their study depicted that traditional sources are still dominantly used with little use of electronic media except the use of some commercial subject databases on CD-ROM. They concluded that internet use is much below the expectation. Even free e-journals are not being referred.

Bao (2002) had carried out a work on the use of internet by the library users. The comparison of the study revealed the changes in behaviour of library users internet use, level of satisfaction and problems faced while using the internet. The survey data when compared between 1998 and 2001 had revealed that internet continues to be an essential part of library services in present as well as in future. The author concluded that the major challenge of the librarian in the current century is how to fulfil the requirements of library users when they make use of the internet. The library users must be well acquainted with the subscription of academic databases, high quality free web resources available and effective use of e-resources.

Bilal (2002) mentions the main findings about the information seeking behaviour and accomplishment of the students in using the web. He has made a comparison of student behaviour and success in his study. The study depicts that utilization of search engine and the level of research skills are directly proportional to their achievement.

Rao and Prasanna (2001) worked on use of internet for improving library services. They showed that technology influences the management of any information centre. Internet offers a best chance for trustworthy, quick, easy and low-cost communication from everywhere in the world. The e-mail can be used as a tool for sending the reminders to the suppliers. It can also be utilised to reply the reference questions as well as inter-library communication is the mailing list or list servers.

They pointed out that the library and information centre can apply this technology to detect access, obtain and communicate information. The facilities available on internet are increasing from time to time and professionals need to exploit the technology for successful achievement of objectives.

Vijayalaxmi and Maheshwari (2001) carried out that a survey on the post graduate female students of Gulbarga University for the information usage pattern. The survey was carried with regard to information types required, information usage purpose, up to date methods, utility of information resources, methods applied for searching, achievement in receiving information from the university library, frequency of visits to other libraries, consultation with library staff, problems faced during retrieving and use of information. The authors have concluded that post graduate students must be guided and educated about the utilization of information resources, services and library resources.

Shukla (1999) in his study regarding information seeking behaviour of chemist have found that, user's psychology, utilization of information resources and users' needs are the various factors which are important to cover in user studies. The author has noticed that information is required by most of the chemists for starting their research, preparing their research papers or starting new projects.

Singh (1999) worked on users' assessment of library's collection and reader services. She pointed out the methods utilized for collection of data, acquirement of periodicals and other documentary collection. Bulk of the users regarded library collection, facilities and approach of library staff worthy. The users were not pleased with the photocopying facilities. She observed the user's cognizance and utility of various kinds of student facilities.

Prasad and Tripathi (1998) worked on information seeking behaviour of physical scientists and social scientists. The core aim of the study was that most of physical scientists and social scientist were easily involved in contributing articles in journals or writing books, and the proper and informal channels of information are used by the scientists. Both physical and social scientists were making use of the primary journals and the material they consulted was totally in English. 75% of both

the group of scientists were displeased with the facilities being offered by the libraries which they were attending.

Dalai, Ramesh and Sahu (1997) undertook a study on the utilization of library resources in order to observe the habits of the users, different ways of library usage, card catalogue, journals and the books and similar other approaches of library users, to find out the view about the library and its resources. The suggestions and the views voiced by the users depict that the services like computerized catalogue and circulation control should be started and all the libraries of CSIR and the local libraries should be connected for the benefit of resource sharing.

Wilson (1997) carried out a study to regarding information seeking behaviour among librarians, communication scientists, information scientists, psychologists and sociologists. The author has revealed that information seeking behaviour develops from the recognition of some need being observed by the user, who claims upon formal systems like libraries, information centres, online services so as to satisfy the alleged needs.

Sheena Kumari (1997) carried out a work on the pattern of information usage among the researchers of Pure Sciences. The author tried to find the part of informal communication of the scholars in the university and to see the competence of the Kerala University Library system to fulfil the information necessities of the researchers. The key results of the study shows that abstracting and indexing periodicals were being well utilised by scholar in science; most of the researchers were making use of the facilities of INSDOC.

Gandhi (1996) worked on catalogue use in Indian libraries. The work showed that the importance of catalogue use studies, particularly in the context of database development for networking. The necessity and significance of further such studies in the Indian setting, mainly in opinion of library system development in the country should be highlighted

Hoglund and Thorsteinsdottir (1996) have undertaken a study on the library use by students and the university library. The authors have concentrated much on the behaviour of students and have observed that the curiosity and information behaviour

of the student have increased much mainly because of the rise in the number of students. The libraries must be developed in a best possible way in order to meet the demand of the students.

Al-Shanbari and Meadows (1995) carried out a study among the scientists and engineers regarding the problem of communication and information handling. The study had revealed that almost thirty six Percent of the academicians in the various universities of Saudi were spending four hours per week on reading and the other respondents almost three-quarters were communicating with their friends and were consuming the same amount of time. In this study authors have concluded that in developing countries the scholars are making use of informal sources for attaining their information needs and it is because of the insufficient and unrelated, collections in the library, dearth of information resources, poor library services and the lack of well-trained library staff.

Bane and Melheim (1995) studied the use of Internet by academics. About 230 randomly selected discussion groups were selected and a questionnaire via internet was passed on to them. In response to that, 15,361 questionnaires were sent back through email. The outcome of the study depicted that personal e-mail was utilized particularly often, more than once a week by nearly 90% of the respondents. About the discussion groups, 75% of the respondents were accessing it more than once in a week. 23% of respondents were accessing the electronic journals more than once a week. The survey had also shown that several academicians were still not totally cognizant of accessible internet facilities and their applications.

Rao (1995) while carrying out the study on user attitude and behavioural pattern had highlighted the causes for theft behaviour and its effect on the all types of honest rulers in the libraries. The study had recommended some protective measures like the simple publicity campaign in order to aware the students about the criminal acts posed to the library services and the offenders should be penalised for such kind of offences.

Verma (1994) undertook a study on information needs and library users. He carried out a survey on users of Ravishankar University Library, Raipur. The author in this study has thrown a light on the information needs of the users with the

objective to find out the information-seeking attitude of users' need, and to improve the services being rendered by the library. The study was carried out by a questionnaire circulated among the teachers, research scholars and PG students.

Mwila (1993) had studied on the use pattern of library users of the University of Zambia. The author had made use of the questionnaire in order to study the library usage of the university by its faculty members for the research purpose as well as for teaching. The work had revealed that the faculty members of humanities and social science were making much use of the library as compared to the science faculty members.

Nagar (1993) carried out a study on user's need and use pattern. Most of the scholars prefer to use books as their first choice whereas their second and third choices are reference books and periodicals respectively. Thus existing collection is required to be improved to meet the research potentials of the scholars. Most of the users were dependent on catalogues for reaching specific books.

Baba (1988) undertook a survey regarding the satisfaction of library users in Kashmir University Library system. The respondents were teachers, research scholars, administrative staff and students. The study has shown that 80% of the respondents use the central library, almost 70% of them visit daily or several times in a week, one to three hours are spend 70% of respondents. 80% of the respondents were satisfied with the library timings. However the study has shown that most of the library users were unaware about the inter library loan services and they were not provided any documentation services.

Kawatra (1988) conducted a survey of the research scholars of the three Rajasthan Universities with a view to detect the scholars impression regarding the sufficiency of library and also their opinions on library services. The study has shown that more than five hours a day are being spent by the scholars in the library. The attitude of the researchers shows variations in terms of the use of periodicals. The researchers were not satisfied with respect to the library resources and services being provided to them. The scholars of all the three universities were also not being consulted in improving the services and other facilities of libraries.

Somaraju (1987) carried out a survey in Andhra University Library with related to the both full-time and part time research scholars in order to find out the opinions regarding the effectiveness of the services available with respect to their research activity. The study had pointed out that the science students were fully satisfied with reference service, partly with inter-library loan service and dissatisfied with services related to translation. The respondents belonging to Social science were partially satisfied with reference services and were completely dissatisfied with all other services. The author had recommended that a separate section called 'Documentation Unit' should be established and after finalising the topic the students should be provided a designated bibliography of books.

Sahi (1986) undertook a user's survey related to the reference service delivered by the library of Jammu University. The survey has shown that about 65% of the readers frequently visit the library in a week and about 53% of the readers consume about two to three hours in a library. About the timing of the library, almost 62.5% respondents are satisfied with it. The study of the author also reveals that 72% of the respondents avail the help from library staff and nearly half of them acknowledge that staff was helpful. The users of the university library were being rendered satisfactorily reference services.

Devarajan (1985) undertook a study to examine the circulation data of Kerala University Library and made the comparison of the same with other variables like collection, users and finance. The study depicted a sliding trend regarding the circulation of books and also found that there was highest circulation rate of books in soft sciences. The third position was occupied by hard sciences and the book circulation was inversely proportional to the rise in the collection and number of users. The author also pointed out that the amount being spent in the university library was not adequate enough when compared with the rate of increase in the number of users.

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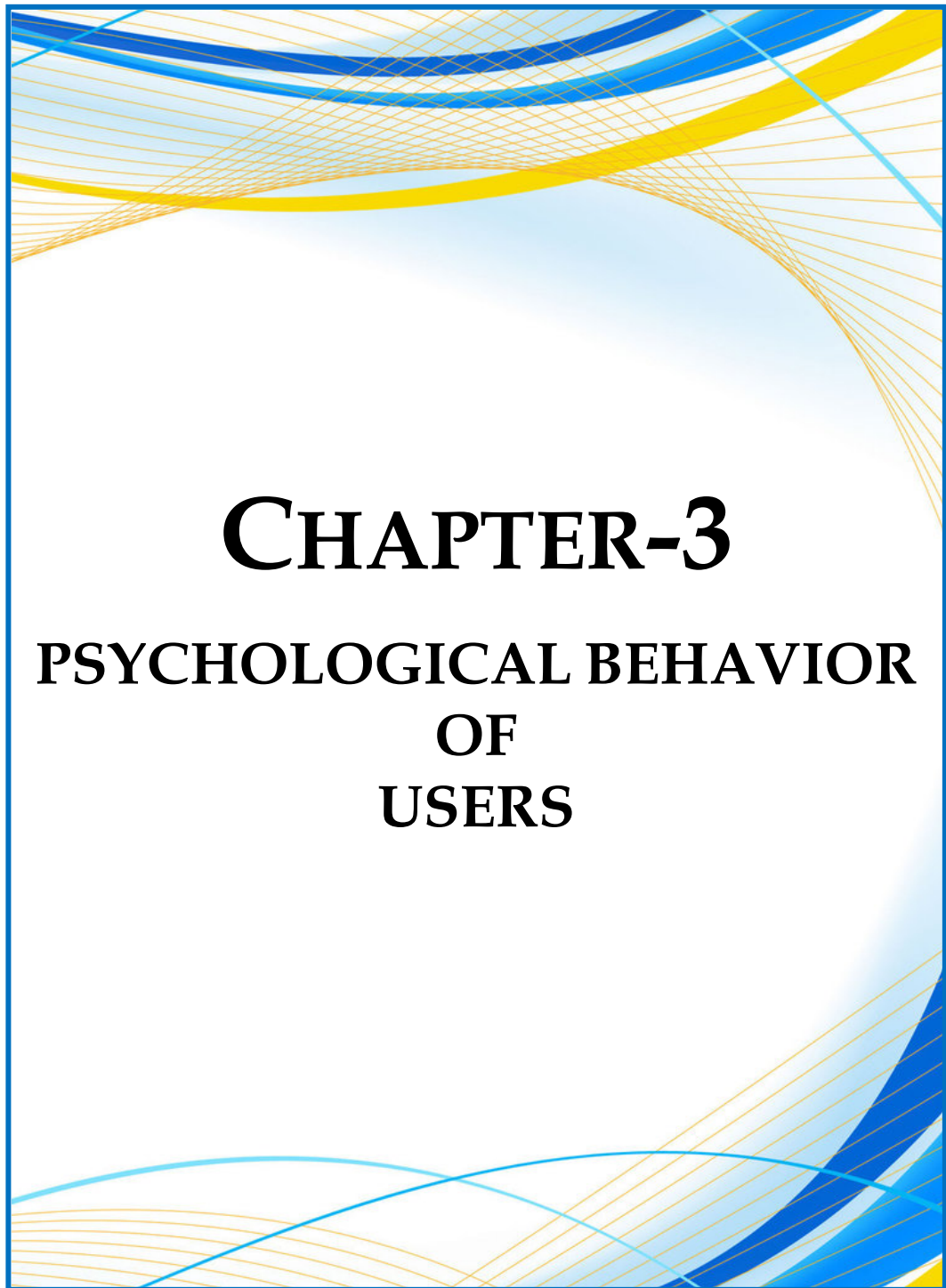
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CHAPTER-3
PSYCHOLOGICAL BEHAVIOR
OF
USERS

CHAPTER - 3

PSYCHOLOGICAL BEHAVIOUR OF USERS

3.1 Introduction

Earlier Psychology was considered as the study of the soul or mind. But now it has transformed its consideration to scientific discipline which deals with processes underlying human behavior and experience. The range of phenomenon it studies, some of which we mentioned are spread over several levels, viz. individual, dyadic (two person) group, and organizational.

Many revolutionary changes occurred in the technology which leads to many consequences, one of the significant consequences is recognition, first of all the complexity in the structures of the information and the reactions of users in different ways. The complex structures of the information and organization of knowledge are the main focus for theory building and research by information and library science researchers. The ways in which human being or users interact with the information are the increasing focused concern for the psychologist. With the passing years and growing technology for seeking information a relationship has been established between the technologists, library and information scientists and psychologists.

Psychology is defined formally as the science which studies mental processes, experiences and behaviour in different contexts. We can say the psychology of users depends on what they think to obtain the information or what they had experienced from their past ways of retrieving the information.

3.2 Psychological Behavior

Psychology is the unique subject to study in many respects because everything concerns the human being, his mind, behavior and conduct in relation to reality. In this developing societies and highly advanced age everyone is trying to keep pace with the fast changing conditions of life. Even students are also trying to adopt new technology creating problems of psychological nature for the human mind. As

psychology itself is a vast topic, here we will consider focus on certain areas like achievement motivation, learning, attitude, personality and thinking.

3.3 Psychology and Other Disciplines

Any discipline, which deals with people, would definitely recognize the relevance of the knowledge of psychology. Similarly, psychologists also acknowledge the relevance of other disciplines in understanding human behavior. This has led to the emergence of interdisciplinary approach in the field of psychology. Researchers and scholars in science, social science and humanities have felt the significance of psychology as a discipline. One of the fields of psychology is discussed below.

3.4 Library Science

From the very beginning the effort of library science has been in mimicking the human mind. One can see it in the terms of how a library is structured. It is organized, sequential and simultaneous processing of information. Researchers and psychologist are not only seeking to make advance use of library but also enhancing the technology which can help users to understand more.

Librarian first needs to understand the psychology of users in order to help them. They are supposed to understand the environment needed for the users. Environment of the library space very much affect the users psychology. Users always wanted to have a separate and silent space for their work. Some users prefer to have group discussion for the information requirement.

3.5 Behavioral Research in Librarianship

It can be said that there are four major areas of interest in the behavioral studies of librarianship.

3.5.1 Organizational Behavior

Organizational behavior and the application of principles are the theories of management for the administration of libraries studies such as management styles, organizational environment and job satisfaction. Socially the interest in library has increased with the advancement in technology, networks and resource sharing, an interest that is evident both in library research literature and in dissertation research.

3.5.2 Communication

The second area of behavioral research is concerned with the communication style of librarians, both verbal and non-verbal which also greatly effects the quality of library services.

3.5.3 Personality

The third area of interest reflects the understanding of librarian as individuals in the context of their professional lives. A considerable body of literature exists on the personality of the librarian, starting with Alice Bryan's Public Library Enquiry, in which psychological inventory of trait is used to make a personality profile of "typical" librarian. Other studies are; "Rainwater", "Morrison", Lee and Hall" and "Fine". Related theme in these studies noticed is the personality of censorship.

3.5.4 Attitude

The fourth area of study is the attitude. There are two kind of attitudes that are studied. First are the attitudes that measures positive and negative response to issues and processes, sometimes comparing of the attitude of different groups to each other. This is the weakest study of all behavioral area considered. Second is the study in which there is an attempt to change attitude or to understand what makes attitude to change. Though there is isolated study of some other behavioral area of profession, these four categories summed up the bulk of behavioral research in librarianship.

3.6 Theory of User Behaviour

The existing theory of information need and use is that users need information in order to reduce the ambiguity in their surrounding and that they make use of the information to impose some structure on unstructured world. According to one of the theoretical view the world where we live is orderly placed, and information is a means to describe a section of that order. Another view is that the surrounding world is random, and that we use information to reduce our sense of disorder so that we can cope with the randomness.

Libraries functions as though information itself is the goal to be accomplished. Whenever the librarians are usually asked, "Why do human beings visits libraries?" they invariably answer "to gain the required information" or for recreational reading

or to socialize or to come on out of the cold. But if the answer were that the people usually visit to libraries to reduce ambiguity, or to increase their capability to cope with a situation, or to make a decision, or to find something that would lessen their anxiety. This shifts the whole focus of library services. Thus it can be said that people visits libraries to solve problems, even if the problems are loneliness or the cold outside, not to “find information”

According to Brenda Dervin there are two kinds of information: One which is generated externally (example- from the resource of library) referred to as Information 1”. Second is the one generated from user’s internal reality, referred as Information 2”. From these different issues of same user behavior, Darvin wrote; “Past research has mostly focused on information: How many books were circulated? How many times the non-fiction book was used? Who checked the kind of materials? Notice that these kinds of questions are related with the functioning of library, not with the psychological behavior of the user. Research originated from behavioral perspective and concept from user’s perspective has different quality and provides different meaning. Dervin categorized this perspective as “information”. In these questions comes from user’s frame of reference:

(NOT) How any user search for its information? (BUT) How did any user find information useful? Did the user learn anything, come to understand or find out something as a result of intersecting with a library activity? What library resources provided as the impetus? What kind of sense do users make? And, why did that user make that sense?

It can be said that library is the business of fulfilling a psychological need, assuming that people have a requirement for information for social survival, to be productive, and for their personality development. Same as the educators are required to understand the ways in which the people can learn and grow in order to create the learning environment, so as the librarians also need to understand the psychology of the users to experience their need for information- how they acquire it, unconsciously process it, consciously manipulate it, and then use before creating it psychologically relevant information environment. To evolve a theory of user’s psychological behavior, there arise three broad and basic questions which are to be addressed.

First, what is information? , What sources an individual requires in their life? How people tap the internalized information that they already have? how library contribute in the process of information transfer, a concept that rely more than the delivery of documents into the hands of users.

The second major question is concerned with the ways in which people interact with information, and the type of environment and psychological circumstances. In this research question that arises have clear intention like; what kinds of information users request more often? What library services are mostly used by them? What reason often people give for coming to library?

From psychological point of view, the research question is related with the laws and principles of users psychological behavior and is focused at the more universal aspects of gaining information. How is data acknowledged as information by the users? How it is received and assimilated. How much information is enough and for whom and under what condition. How librarian verbal and non-verbal cues shape the information and change the user's perception? How the user's psychological state open up or inhibit the process of retrieval of information? How an individual felt the need for information? What impels any user to library? Is a "need" that which the individual states?

The third question is related to the transmittal and transfer processes, the packaging style of information, ways of communication, and if the packaged information is relevant to the users or not. Packaging include merely elements; not only the organization of information but the ways in which it is housed and presented.

In order to clarify the interpersonal negotiation between librarian and users many models has been developed; Karen Markey, Brian Nielson, Robert Merikangas, Marilyn and Sara Fine, among others have developed explanatory approach to the complex relation between user and information provider. But as yet the profession has riot addressed the phenomenon that librarian behavior, to be effective, consists of more than interpersonal skills and references skills. There is also a need for understanding the ways in which people-with their variety o cognitive models, psychological states, and sources from which they get the required informational input-proceed in their attempts to fulfill their need and resolve the issues.

3.6.1 The Nature of Psychological Research

Psychological research aims to frame, through systematic observation and experiment, the laws and principles that help in underlining the major aspects of user psychological behavior and to have the knowledge of those laws and principles to help in conducting human affairs. For a particular research instance, the objective may be:

- Observe and elaborate some behavior
- Explanation of a specific behavior in terms of its antecedents or correlates,
- Prediction of the circumstances under which the specific behavior is likely to occur again.

In another approach, the psychological research does not necessary need to begin with the identification of a behavior for study , but can begin with psychological state, like anger or depression, or any human experience, as locus of control or resistance to change or information processing. The motive is to describe the phenomenon, discover its elements and their interaction and explain its existence on the basis of prevailing psychological theory.

In going for behavioral research the most asked question in research is “why”, or “How”?. Why people require information? Or how they process it? When the question “Why do people use libraries?” is proposed from a psychological perspective, its theoretical frame would concern the need for information by all users and the processes by which they acquire it.

3.7 Behavior of Library Users

According to the observation of P.L Leggate, users are “Unlike retrieval systems and computer systems, as users are also human, therefore it is difficult to classify. Anyone specifying the users can only be true to some users only. Any generalization if made will also be true for some users. In an attempt o identify definite user group for which the information is to be provided woul lead to complex, demanding and costly processes. These questions and processes are however not so important but what an information system or information unit or library could do to help an user in identifying, clarifying or solving a problem? What unit or system is

requiring to be raised in order to raise the probability that a user will find relevant and useful information with a minimum effort?

The above mentioned question forms the base for building or developing information system or information units including library services. A practical operational framework is thus provided to view the objectives, services for evaluating the success or failures of such services.

If this contention is accepted, it follows that in order to know the requirement for designing the information system for the users, it is necessary to first study the users. The users should be studied throughout the lifecycle of information system or services not just before designing of the system. This would result in increasing probability of a longer life cycle of such a system; lack of study may decrease it sharply.

The various terms employed to refer to those using library includes terms like client, patron, Reader, user, customer, inquirer, member etc. Throughout the most preferred and commonly used term is “user” as it indicates the use of library and its resources. Person not using library may be considered as non-users. A person may be a member of the particular library but those not using library are considered as non-users. In the context of reference service, a person who does not use it would be considered as non-user of reference service.

Doing a study on behavior of users is difficult task, as the related theories, models and methodologies are not fully developed and perfected. There can be a high possibility that products and services based on user studies could be better proposed compared to those based on intuitions, anecdotal evidence or committee deliberations. The main focus of the user study should be to gather information which is helpful in design and provision and/ or evaluation of specific information products and services collected to fulfill the requirement of particular users. In order to emphasis further, there arises a need for the study of user in all phases of information activities from designing to evaluating, to marketing to and to management. Hence the question arises is: What important information should be collected about the users? In other words what appropriate users and use variables should be collected for the wide study? Focusing the objective, the study should be concentrated on a limited number of variables. In order to examine the user studies, some general variables possible are:

- The variable or factors in the users that effect their perception of the problems.

- The specific ways they are most likely to use information and their capacity to use a given type of information.
- The stages in the process of transferring the information related to the knowledge an individual inhibit about a specific idea or innovation.
- Social characteristics or environment.
- Communication characteristics, etc.

3.8 User and User Studies

The person getting the benefit from the information resources of a library, the services and products of an information system are called Users. The others terms used for the users are patrons or clientele. At every level of the information activities the focal point is the users. User is the broad concept which includes both producers and clients of information.

According to Ojha and Pandey (2012), there can be different definition of users on the basis of the sets of criteria, which are Objective criteria, such as socio-professional category, specialist field, nature of the activity for which the information is obtained, reason for utilizing the information system, and Social and psychological criteria such as the user's attitude and values with regard to information in general and in their relations with information unit in particular. The main factor is the particular information seeking and communication behavior and his professional and general social behavior.

3.9 Categories

Users can be categorized as a Specialist, a student, a housewife, an average Layman, a Businessman, a Teacher, etc. As the categories of users vary from library to libraries, similarly the needs for each category also vary.

According to Ojha and Pandey (2012), there are three broad groups in which the users can be categorized:-

Users not engaged in active life, such as students. Users which are having its job and their requirement for information are related to work (management, research, development, etc.) By streams of activity or specialist field (civil service, agriculture, industry etc.) and by stages of education and responsibility (professional staff, technical works). Ordinary citizen require general information.

According to Ojha and Pandey (2012), the group combines Engineers, Architects, Medical, Practitioners and Agriculturist into the category of Technologists. The managers (both business and industry) can be conceived as different group of users.

According to Dr. S.R Ranganathan the users were grouped on the basis of their enunciated services like Freshman, ordinary inquirer, specialist inquirer and general reader.

3.9.1 different Categories of User Studies

- 1) Studies scheduled to research on the user's way of interaction with the communication system, having no reference to any particular information receiving event, they are categorized as **Communication Behavior Studies**.
- 2) The second category include the study to research on the use of any communication medium used by users such as primary periodical, etc. , called as **User Studies**.
- 3) The third category is related to the study conducted to find the ways in which the information flows in the science communication system as a whole. They are **Studies in the flow of information**.
- 4) Study conducted in the fourth category is in the limited context of a library or an information center, in order to find out the extent of user to utilize the service and facilities which the agency offers.

There may be many situations in which the user may not be fully aware of the various advantages of a specific system or services. Thus arises the need for the guidance by the system designer to the pertinent aspects providing a tailor-made service.

Today's era is also known as "Information Era". Nowadays information is becoming the important element in the progress and development of society. In order to thrive in this modern era everyone must have variety of information, no matter how well versed a person is in his field or profession. Reorganization of the educational system and redefining of the scientific research can only be achieved by the help of information. Information plays an important role in everyone's professional as well as personal lives. Proper information is needed to work properly in the respective fields.

Questions that provoked this study are:

- What makes the need for information?
- What thought comes at that particular time?
- What actions users take? And
- What are problems that users faced while using library?

It is must to have the knowledge of information need and psychology of the users which can help in developing library collection and upgrading of the facilities, and improvement of the services to fulfill the needs of the users effectively. It has been revealed from the related review of literature that comprehensive study has been done on the information need and the psychological behavior of users in different universities time to time.

3.10 Need for User Study

In order to reduce the gap between the library services and the kind of services required and the kind of services existing, it is necessary to have the survey on information need or user studies. Identification of every user is required in every information system. However the doubts exist whether the information needed could be accomplished by the user study or survey. Designing and operating of the information system and services effectively and efficiently requires a need for the conduction of user study.

3.11 Types of User's Study

Various types of user's studies and surveys done so far are as follows:

- Behavior Studies
- Use studies
- Information flow studies
- Nature of services need
- Current Approach
- Everyday Approach
- Exhaustive Approach
- Catching up or brushing up approach

3.12 Types of Request Made

- Demand for particular documents
- Demand of specific data
- Retrospective search
- Current awareness of demands
- Demand of exhaustive search
- Research oriented search

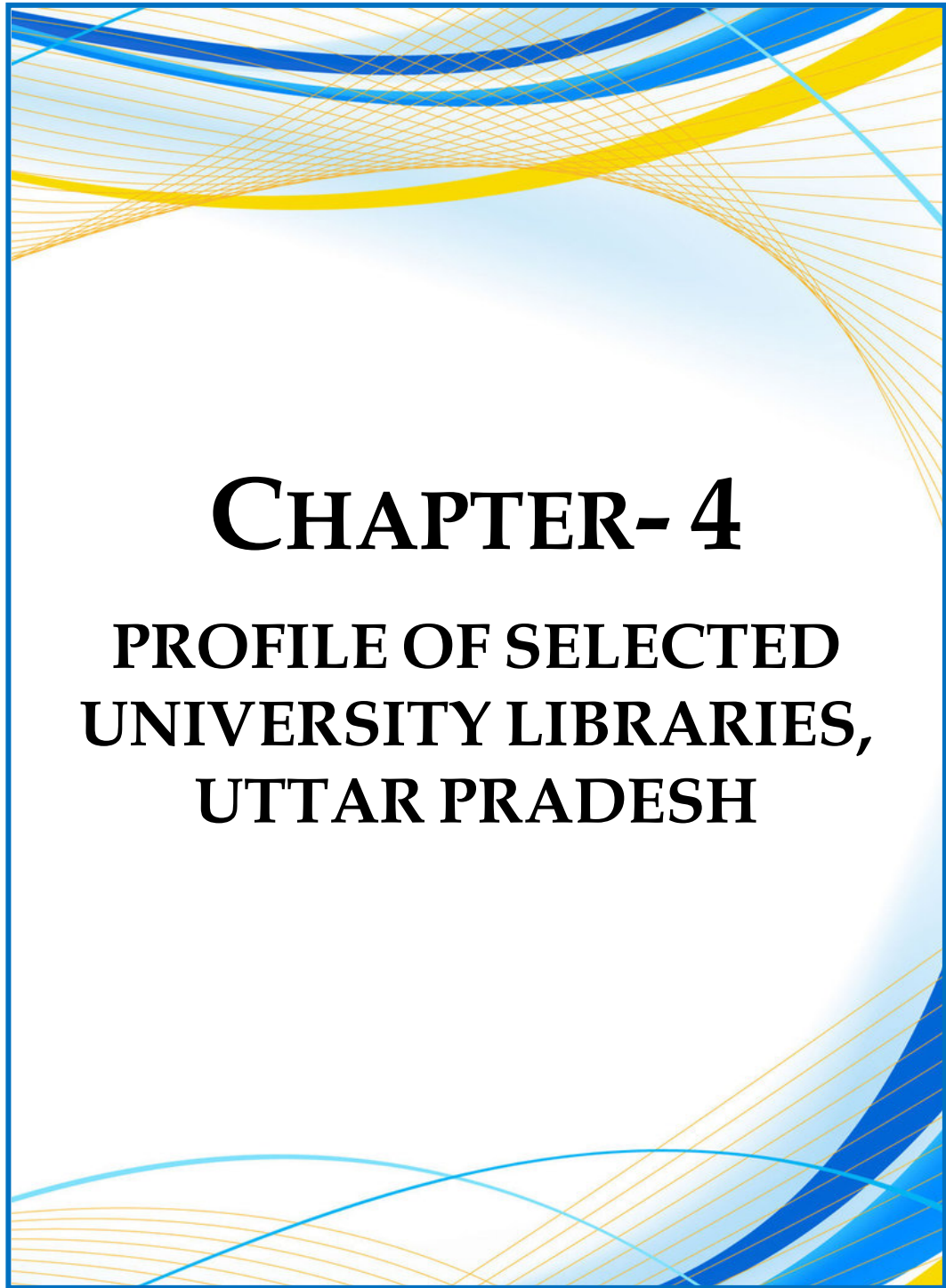
3.13 Library Anxiety

Educational and scientific environments can give students the experience of an anxiety called “academic anxiety” that can vary for different people. The frequently named source of the anxiety in students is the library. Many library users using library services faces different levels of undesirable feelings of fear, tension, and anxiety. There can be many reasons of unwillingness to use library which may include the presence of modern technologies in contemporary libraries, the enormous bulk of information resources, lack of important skills required for the library research and difficulties to interact with librarians can be another reason behind the unwillingness. These negative feelings are referred to as “library anxiety”. In other words Library anxiety is defined as the “fear and negative feelings for using library, making ready for use and even when thinking about use of library”. Thus we can say that library anxiety constitute of many negative feelings symptoms like fear, worry, uncertainty, perceiving lack of capability and efficiency, sense of loneliness etc.

For library users, anxiety has always been the psychological barrier for library users. It has always been the reason for the different cognitive, emotional and behavioral effects in users. It also had an impact on the performance of the users. Library anxiety effect the users so strongly due to which they feel uneasy and uncomfortable while presenting in the library, consequently forcing the user to leave the library before ending their research. (Wegner and Gilbert, 2011). In the study by Jio and Onwuegbuzie, it was stated that if the library anxiety in the users increases, the interest in the library is lost 2.5 times compared to other students (Arambam, 2015).

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CHAPTER- 4

PROFILE OF SELECTED UNIVERSITY LIBRARIES, UTTAR PRADESH

CHAPTER - 4

PROFILES OF SELECTED UNIVERSITY LIBRARIES, UTTAR PRADESH

4.1 PROFILE: ALIGARH MUSLIM UNIVERSITY, ALIGARH



Fig.4.1 Aligarh Muslim University

4.1.1 History

Aligarh Muslim University was established in 1920. It was evolved out of the Mohammedan Anglo-Oriental College (MAO College) which was set up in 1877 by the great visionary and social reformer, Sir Syed Ahmad Khan. The university opened its door for all the members of the communities. The university covers an area of about 467.6 hectares land situated in Aligarh, Uttar Pradesh.

The university provides more than 300 courses in both tradition and modern branches of education. Ranking 8th amongst the top 20 research universities, it has one primary, 7 High schools and 2 Senior Secondary schools for boys and girls. It also provides courses in Indian, Oriental and Western Languages. The medium of education in university is English.

4.1.2 Maulana Azad Library

The foundation of the central library of the Aligarh Muslim University was laid in the year 1877, also known as Maulana Azad Library. With 1800000 volumes of books and 55097 current journals in hard and soft copies, the library is considered as one of the largest universities library of the world.

Features of the library;

- **Oriental Division:** The library has the collection of about 1.5 lakh books in Persian, Urdu, Arabic, Hindi and Sanskrit languages on almost all the subjects taught in university. This division has large collections of rare books published during 18th and 19th century. Some of the books are being digitized.
- **Manuscript division-** The division consist of many rare manuscripts, over 1400 old a copy of Quran is also kept in the library.
- **Circulation Division-** The division provides access to issuable books to its registered members and can directly visit the stack to choose the desired book and get them issued.
- **Periodical Section-** The division is responsible for the collection and management of the periodicals which contain the latest information on current development with management of current newspapers and magazines.
- **Computer Applications Division (CAD)-** In this division 100 computers are made available to the research scholars and faculty members in the library.
- **Sir Syed Section-** The section consists of the books written by Sir Syed as well as books on Sir Syed.
- **Braille Section-** The services are also provided for the visually impaired students through Braille section where along with the books in Braille script, a large number of documents in electronic format and devices are also available in the library.
- **Reading Halls-** There are separate reading halls with seating capacity of about 3000 students at a time.
- **Newspaper reading Area-** Almost all current newspapers and magazines of English, Urdu and Hindi are available in library.

Table.4.1. Collections of Amu Library

S.N.	DISCRIPTION	NUMBER
1	Thesis and Dissertations	15000
2	Books	13,00,000
3	E-Books	1,20,000
4	Online Full Text Thesis	3,00,000

Table.4.2 Library Staff of AMU

S.N.	STAFF DISCRIPTION	DESIGNATION
1	Dr. Amjad Ali	University Librarian
2	Dr. Shayesta Bedar	Assistant Librarians
3	Dr. T.S. Asghar	Assistant Librarians
4	Ms. S.Rana Askari	Assistant Librarians
5	Mr. Asif Fareed Siddiqui	Assistant Librarians
6	Ms. Talat Kaniz Fatima	Assistant Librarians

4.2 PROFILE: BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY, LUCKNOW



Fig.4.2 Babasaheb Bhimrao Ambedkar University and Central Library

4.2.1 History

Having jurisdiction over the entire state of Uttar Pradesh, Babasaheb Bhimrao University is one of the premier central Universities in the country. It is the residential university established on 10th January 1996. University campus covers an area of about 250 acres. With the objectives of promoting educational needs of the

marginalized people, particularly the SC/ST communities and women. The university has committed to develop as a centre of excellence in the field of higher education.

The university campus is growing and developing fast with various facilities viz.. Post office, Bank, Electricity Substations, Students' Hostels(both boys and girls), Guest House, Health Care Unit, Staff Quarters, Computer Centre, University Science Instrumentation Centre, Coaching Centre for SC/ST and Minorities, residential Coaching Academy, Placement Cell, Woman Cell, RTI Cell, SC/ST Cell, Legal Aid Clinic and Bus Shuttle Service, etc.

4.2.2 Babasaheb Bhimrao Ambedkar University: Central Library

The foundation of the central library of Babasaheb Bhimrao University was laid in January 1998. It inherited approximately a thousand reference book acquired by earlier arrangements and books in Hindi donated by U.P Bhasha Sansthan Program.

With the passing years the library has shown various development like classification and cataloging. The library provides internet services and the bar-code based computerized circulation.

4.2.3 Library Services:

The library provides following services:

- **Xeroxing-** Xerox facility is available in the library premises on a nominal cost.
- **Document Delivery Services (DDS)-** Facility of providing printed copies of the articles requested by the users is also available under DDS.
- **New Arrival-** There is an opened section for display of freshly arrived books.
- **Hindi prakosth-** Library provides services in the form of Hindi Prakosth by which use of Hindi collection of books encouraged.
- **Circulation-** Registered members can borrow and return books from the respective counter.
- **Reading Room Facility-** Reading room is provided to its users from 8 am to 11 pm.

Table.4.3 Library Collections of BBAU

S.N.	DISCRIPTION	NUMBER
1	Books	48,374
2	Thesis/ Diss.	1284
3	E-Resources	9426 (approx.)
4	Print Journals	84
5	Magazines	54
6	Newspaper	24

Table.4.4 Library Staff of BBAU

S.N.	STAFF DISCRIPTION	DESIGNATION
1	Dr. Sunil Gorla	University Librarian
2	Mr. O.P Saini	Assistant Librarians
3	Nitesh Kumar Verma	Assistant Librarians
4	Nilesh Kumar	Professional Assistant

4.3 PROFILE: BANARAS HINDU UNIVERSITY, BANARAS



Fig.4.3 Banaras Hindu University

4.3.1 History

Banaras Hindu University is situated in the holy city of Varanasi. The university was founded by great nationalist Madan Mohan Malviya in 1916 in cooperation with the great mind and personalities like Annie Besant who viewed it as the internationally reputed university of India.

The University was created under the Parliamentary legislation B.H.U. Act 1915. It played a stellar role in the independence movement and has evolved into a remarkable centre for education in India. Many great freedom fighters, renowned scholars, artists, scientists and technologists has been produced from this university and has contributed greatly in the progress of India.

The campus of the university covers an area of about 1300 acres with the well maintained roads, extensive greenery, a temple, an air strip and buildings which are an architectural delight. The university is divided into 3 institutes, 14 Faculties 124 Departments, 4 Inter disciplinary Centres a constituent college for women's and 3 Constituents Schools, spanning a vast range of subjects pertaining to all branches of humanities, social science, technology, medicine, science, fine arts and performing arts.

The university also has wide range of facilities for sports and hobbies, and has large playgrounds, a big auditorium, a flying club and many auxiliary services and units like printing press, publication cell fruit preservation Centre, Subsidized Canteens etc. The university plays a significant role in promoting new ideas, spirit of integration, and cultivation of intellect and culture among its students and faculty.

4.3.2 Banaras Hindu University: Central library (Sayaji Rao Gaekwad Library)

The Banaras Hindu University system is the largest University Library system in the country which has evolved from a small but precious collection by Prof. P.K. Telang in the memory of his father Justice K.T. Telang in 1917. It was then housed in the Telang Hall of the Central Hindu College, Kamachha. In 1921 the library was shifted to Central Hall of the Arts College and then to its present majestic building in 1921. It was build with the generous donation from Maharaja Sayajirao Gaekwad of

Baroda. The library was build on the pattern of British Library Museum of London on the suggestion of Pandit Madan Mohan Malviya, founder of university.

Library has made major advancements during sixties and seventies in its development and changed its form into a system of libraries with the establishment of institute, faculty and departmental libraries during the period. Presently BHU consists of Central Library at apex and 3 institutes Libraries, 8 Faculty Libraries, 25 Departmental Libraries with a total collection of over 13lakh volumes to serve the students, faculty members, researchers and technical staff.

Table.4.5 Library Collections of BHU

S.N.	DISCRIPTION	NUMBER
1	Books	9,76,411
2	Journals (bound Vols)	1,33,792
3	Current Journals	406
4	Manuscripts	7,233
5	UN &Govt. Publications, Staff Publications, Rare & Out Of Print Books, Local History collection, University & its Founder Collection	3,632
6	Online Journals	11,272
7	Databases	10
8	E-Books	52,560
9	Ph.D Thesis	14,748

Table.4.6 Library Staff of BHU

S.N.	STAFF DISCRIPTION	DESIGNATION
1	Prof. H.N. Prasad	University Librarian
2	Dr. M. Anandamurugan	Deputy Librarian
3	Dr. Sanjeev Saraf	Deputy Librarian
4	Dr. D.K Singh	Deputy Librarian
5	Dr. Vivekanand Jain	Deputy Librarian
6	Dr. Rajesh Kumar Singh	Deputy Librarian
7	Dr. Suchita Singh	Deputy Librarian
8	Sri V.K. Mishra	Deputy Librarian
9	Dr. Anil Agarwal,	Assistant Librarians
10	Dr. Jawahar Lal,	Assistant Librarians

4.4 PROFILE: UNIVERSITY OF ALLAHABAD, ALLAHABAD



Fig.4.3 University of Allahabad

4.4.1 History

Allahabad University, one of the fourth oldest universities in India was established on 23rd September, 1887. The university along with other existing universities of India was brought under the fold of Indian University Act. An act for reorganizing the university as a unitary teaching and residential institution was passed in 1921. The Act enhances the power to have control over the quality and the character of teaching in its constituent colleges.

In 1909 the present site of the campus was selected for the library, senate house and law college. These buildings were designed by Sir Swinton Jacob. There are total 31 teaching and research departments, three university institutes; one constituent institute, one university medical college in university spread all over the Allahabad city. The university is internationally reputed as a premier institute of higher learning for its role and contributions to teaching, research and social commitment. Many faculty members of the university had made a remarkable contribution in their fields for which they are known and respected.

The university is known as a site of learning for its students all over India and abroad. The University of Allahabad enjoyed the central status at the time of its

incorporation in 1887. The university was governed under the U.P State University Act, 1973 till July 13, 2005. The government of India by a gazette notification on 14 July 2005, declared the university to be an institution of national importance and consequently the university was granted central status.

4.4.2 Allhabad University: Library

The library is one of the oldest and the largest library in Indian subcontinent. The central library was developed out of the libraries of Muir Central College, and the libraries set was done by itself during 1904-1922. It has 3 storey building having all the facilities needed for a modern library.

In the collections of library one can find nearly 7 lacs volume and subscribes to 422 current periodicals in the library. There is also a vast collection of back volumes of journals, manuscripts, coins and non-print materials. On growing up with the modern times the library also provides on-line access of journals through UGC-Infonet Digital Library Consortium, a INFLIBNET/UGC initiative to serve its client with quality material.

Table.4.7 Library Collections of UOA

S.N.	DISCRIPTION	NUMBER
1	Books and Bound Vols. Journals	739344
2	Ph.D. Thesis	16924
3	E-Books	2285
4	Current Journals	287
5	On-line Journals	24375+
6	Online Databases	18
7	Current popular Magazines	32
8	Newspapers	16
9	Books and Bound Vols. Journals	739344

Table.4.8 Library Staff of UOA

S.N.	STAFF DISCRIPTION	DESIGNATION
1	Dr. B.K Singh	University Librarian

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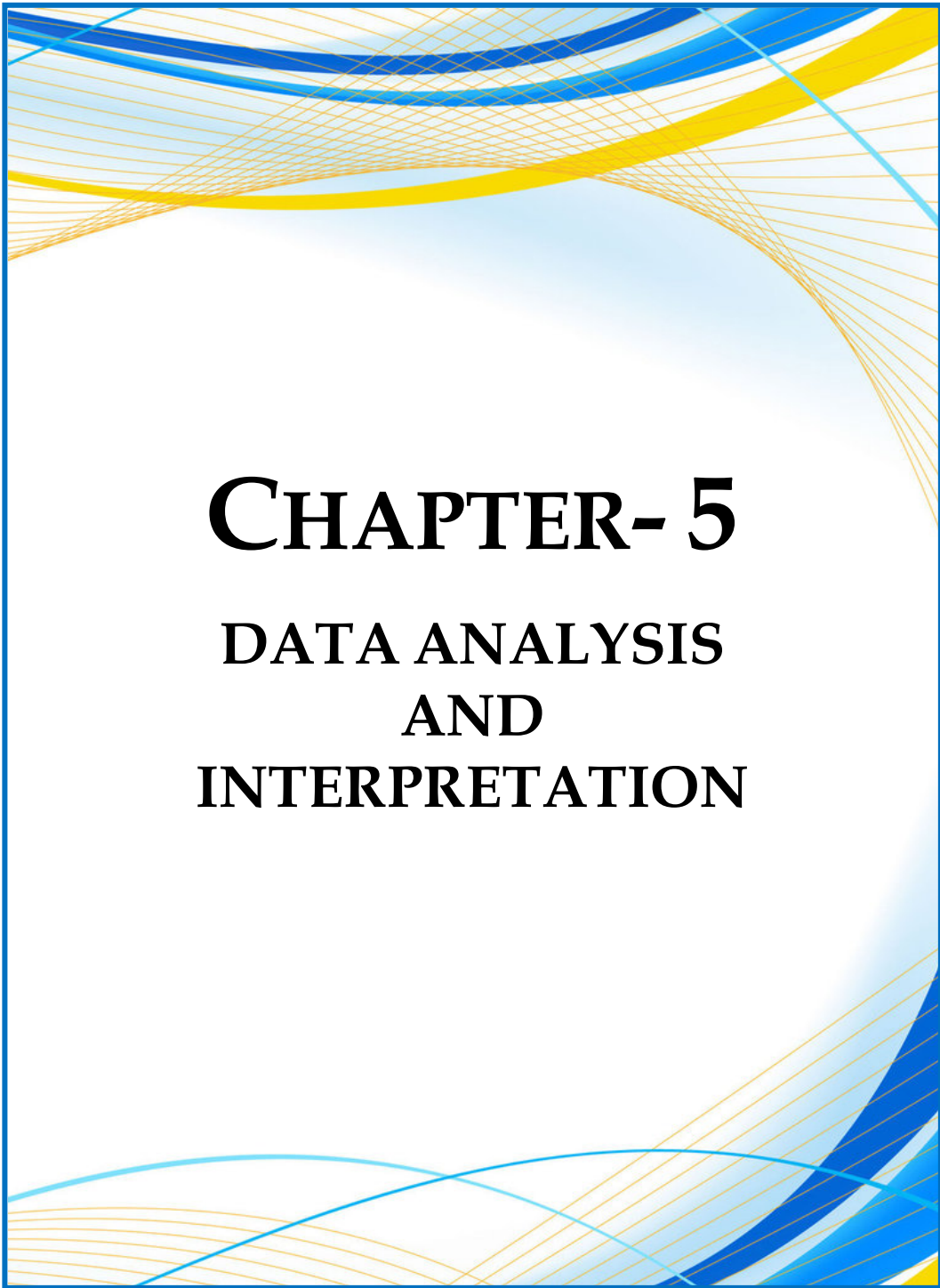
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CHAPTER- 5
DATA ANALYSIS
AND
INTERPRETATION

CHAPTER - 5

DATA ANALYSIS AND INTERPRETATION

5.1 Introduction

Data analysis is most important part of research work. It is the process of ordering into constituent parts in order to obtain answers to questions. The question formulated in the form of guiding principles. Analysis of data helps to prove the hypotheses, which are initially assumed by the researcher. The data collected by circulating the questionnaire asking the librarians by contacting in person and querying over phone have been analysed to get the information to carry out the research work. Thus collected data was entered in the computer and with the help of SPSS software the output of the data was collected statistical tools were applied to calculate the percentages. The responses to each question contained in the questionnaire are calculated and the percentage of overall responses is computed. The results of the computation are presented in the tables, graphs and pie-diagrams.

For the study, questionnaires were distributed among the LIS professionals of selected University Libraries. For the relevant data an interview and close observation has also made to find out the data. The filled questionnaires received from the respondents' analysed.

Table 5.0 Gender wise Respondents

Gender wise Respondents	Name of the University									
	AMU		BBAU		BHU		UoA		Total	
	Count	Table N%	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
MALE	122	17.4%	94	13.4%	153	21.9%	122	17.4%	491	70.1%
FEMALE	27	3.9%	86	12.3%	38	5.4%	58	8.3%	209	29.9%

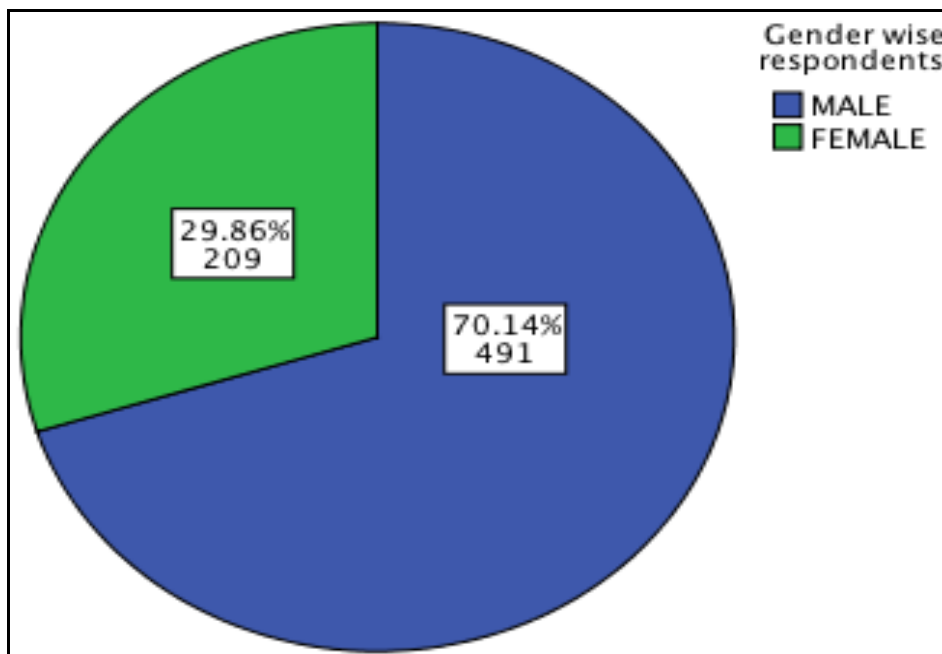


Fig.5.0. Gender wise Respondents

From the above **table and figure (5.0)** shows that 800 questionnaires were distributed out of that 700 questionnaire were received among the users of four central universities. The total 70.14 % male and 29.86 % female were responded. The table further highlights that 122(17.4%) respondents were male and 27(3.9%) female in Aligarh Muslim University, 153(21.9%) respondents were male and 38(5.4%) female in Banaras Hindu University, 122(17.4%) respondents were male and 58(8.3%) female in Allahabad University and also 94(13.4%) respondents were male and 86(12.3%) female in Babasaheb Bhimrao Ambedkar University.

Table 5.1 Educational Qualification

Educational Qualification	Name of the University									
	AMU		BBAU		BHU		UoA		Total	
	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
UG	74	10.6%	85	12.1%	102	14.6%	114	16.3%	375	53.6%
PG	54	7.7%	75	10.7%	74	10.6%	60	8.6%	263	37.6%
Research Scholar	21	3.0%	20	2.9%	15	2.1%	6	0.9%	62	8.9%

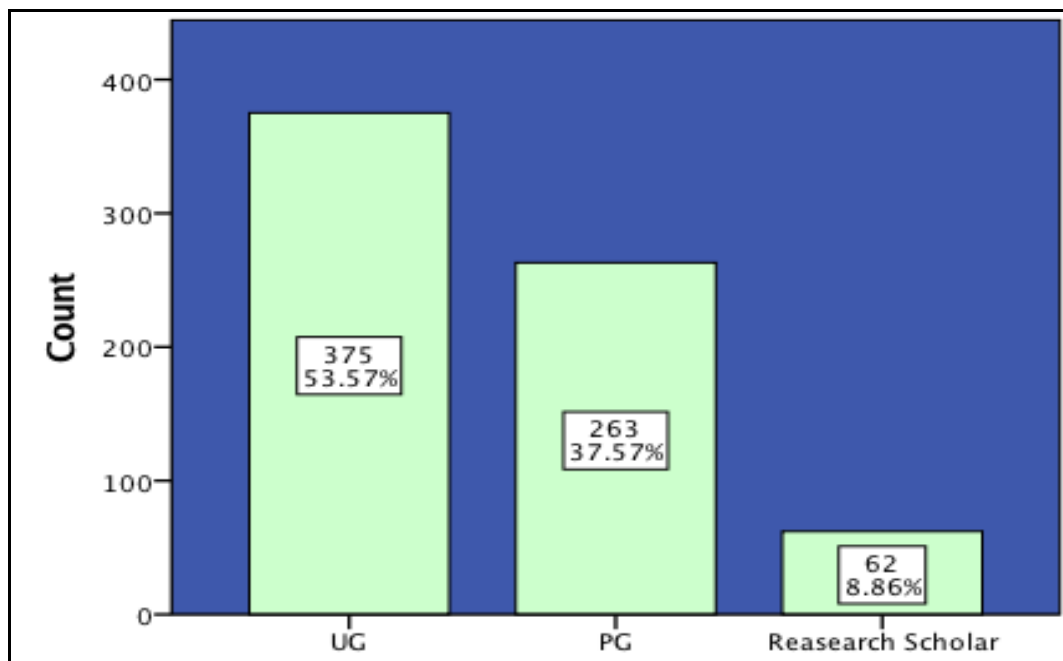


Fig.5.1. Educational Qualification

From the above **table and figure (5.1)** reveals that respondents from different universities were referred for the study in which 375 (53.6%) are under graduate students, 263(37.6%) are the post graduate students and 62(8.9%) are research scholar.

Table.5.2 Frequency of Visit

Frequency of Library Visit	Name of the University									
	AMU		BBAU		BHU		UoA		Total	
	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Daily	138	19.7%	61	8.7%	130	18.6%	109	15.6%	438	62.6%
Weekly	7	1.0%	58	8.3%	38	5.4%	38	5.4%	141	20.1%
Monthly	2	0.3%	29	4.1%	0	0.0%	9	1.3%	40	5.7%
Occasionally	2	0.3%	32	4.6%	23	3.3%	24	3.4%	81	11.6%

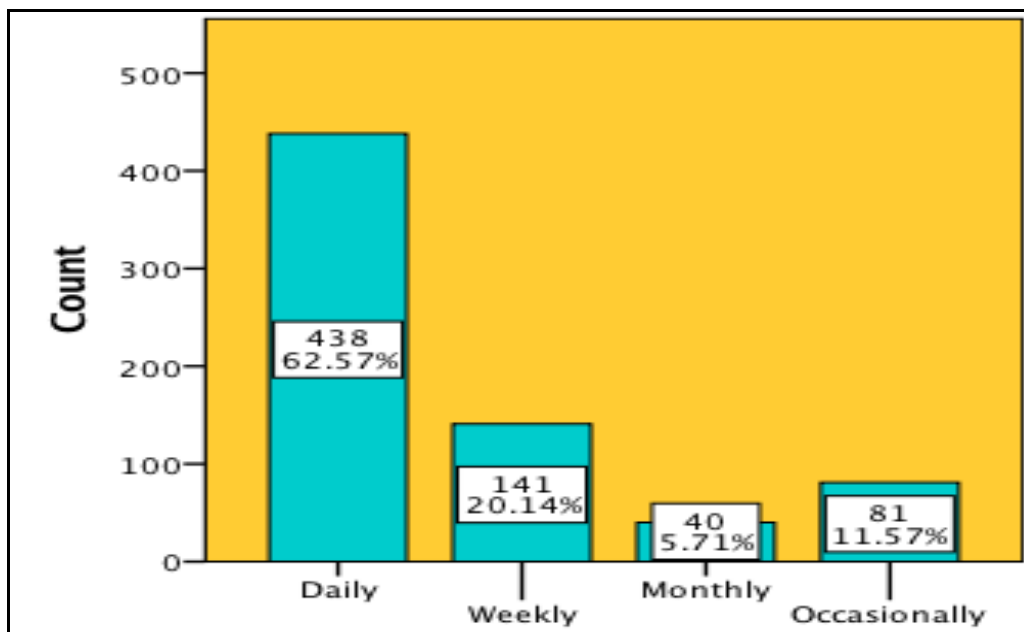


Fig.5.2. Frequency of Visit

As the library is considered as the heart of the university, it can be clearly seen in the figure that how frequently the users use their library for life routine. So when the respondents from different university were asked how frequently they visit the library. The above **table and figure (5.2)** reveals that 438(62.6%) respondents usually visit the library daily as they considered library as their part of their daily routine. And 20.14% of respondents weekly make their visit to the library. (81)11.57% respondents visit the library occasionally when they think they are given any project to complete or on their mood. Least (40)5.71% of respondents visit the library on monthly basis.

Table.5.3 Most Preferred Timing

Most Preferred Timing	Name of the University									
	AMU		BBAU		BHU		UoA		Total	
	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Morning	96	13.7%	51	7.3%	94	13.4%	54	7.7%	295	42.1%
Evening	7	1.0%	26	3.7%	7	1.0%	14	2.0%	54	7.7%
Night	7	1.0%	26	3.7%	1	0.1%	1	0.1%	35	5.0%
Free time	19	2.7%	60	8.6%	54	7.7%	66	9.4%	199	28.4%
Afternoon	20	2.9%	17	2.4%	35	5.0%	45	6.4%	117	16.7%

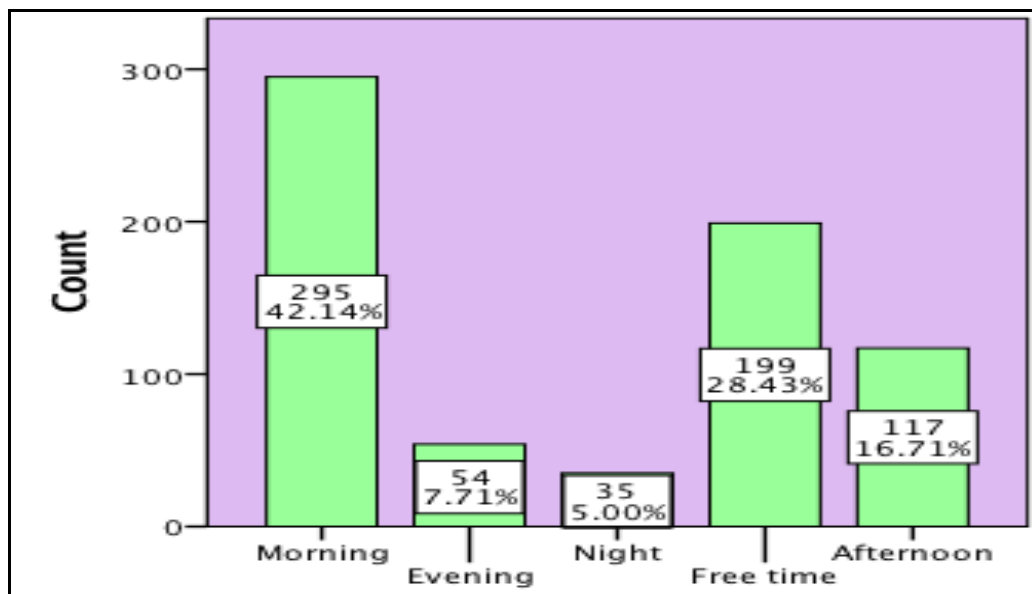


Fig.5.3 Most Preferred Timing

The efficiency of the student depends on the time of their work or study. It is seen from the given graph that respondents mostly prefer morning time for making use of the library as they feel energetic and the atmosphere is also soothing during the morning. Above **table and figure (5.3)** revealed that total 295(42.14%) respondents visit the library during morning time, and 199(28.43%) respondents visit the library during their free time only. Some 117(16.7%) respondents visit the library during the afternoon after their classes. 54(7.17%) of respondents visit in the evening and at least 35(5%) prefer night time for the library after getting free from all the daily schedule of their work.

Table.5.4 With Whom Visiting the Library

With Whom Visiting the library	Name of the University									
	AMU		BBAU		BHU		UoA		Total	
	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Alone	98	14.0%	76	10.9%	126	18.0%	105	15.0%	405	57.9%
Girl/Boy Friend	3	0.4%	22	3.1%	7	1.0%	10	1.4%	42	6.0%
Friend	46	6.6%	45	6.4%	53	7.6%	41	5.9%	185	26.4%
In a Group	2	0.3%	37	5.3%	5	0.7%	24	3.4%	68	9.7%

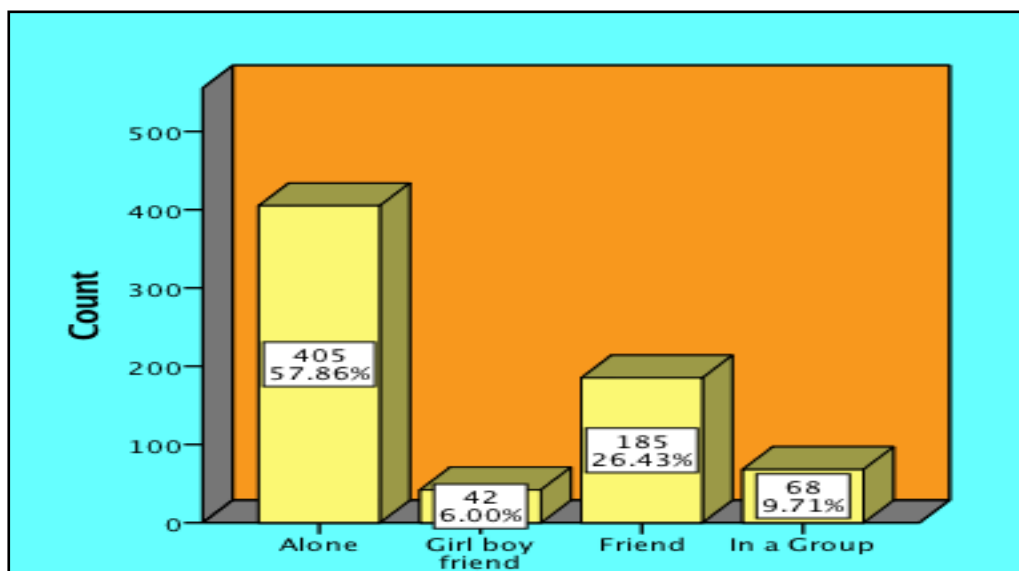


Fig.5.4 With Whom Visiting the Library

Different students have a different habit or their unique way to study. Some prefer to study alone and some prefer to have group while studying. So when the respondents from the different university were asked about this behaviour, with whom they prefer to visit the library. The given **table and figure (5.4)** reveals that most of the students nearly 405(57.86%) of the respondents prefer going to the library alone to avoid any interference of other, and to have the silent environment. While 185(26.43%) respondents love to have friends with them while visiting the library to seek help from them. Very few 68(9.7%) respondents prefer to have the group with them while using the library to have the group discussion for their requirement. Least 42(6%) respondents visit their library with their girlfriend or boyfriend to spend time.

Table.5.5 Atmosphere in Library

Atmosphere in Library	Name of the University									
	AMU		BBAU		BHU		UoA		Total	
	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Friendly	29	4.1%	57	8.1%	35	5.0%	38	5.4%	159	22.7%
Officially	1	0.1%	22	3.1%	16	2.3%	12	1.7%	51	7.3%
Homely	1	0.1%	14	2.0%	2	0.3%	9	1.3%	26	3.7%
Silently	118	16.9%	87	12.4%	138	19.7%	121	17.3%	464	66.3%

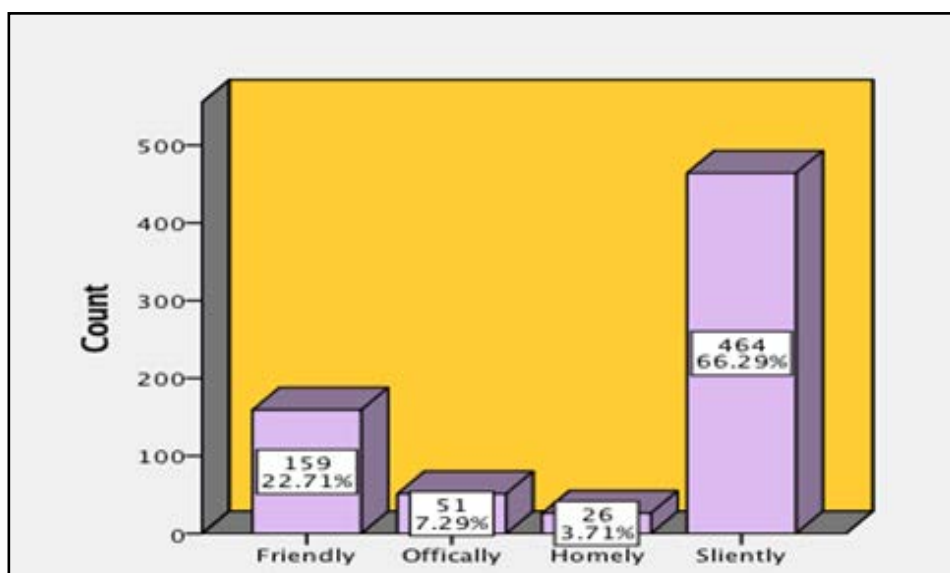


Fig.5.5 Atmosphere in Library

As the atmosphere of the library very much affects the users using the library for their work. The atmosphere of the library very much is affected by the cleaning, arrangement of the furniture and the environment of the library, air conditioning of the rooms etc. The above **table and figure (5.5)** highlights the atmosphere preferred by the users in the library. 464 (66.2%) shows preferred silent and cool environment for their work in the library. (159)22.7% of respondents wanted to have a friendly atmosphere. Some (7.29%) respondents from the university voted for having an official atmosphere. Very few (3.7%) respondents wished to have a homely atmosphere in the library so that they could be free from any strict rules and regulations

Table.5.6 Purpose of Visiting

Purpose of visiting		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Total Users	Non Tick	98	14.0%	102	14.6%	162	23.1%	147	21.0%	509	72.7%
	Tick	51	7.3%	78	11.1%	29	4.1%	33	4.7%	191	27.3%
For Making Presentation	Non Tick	142	20.3%	117	16.7%	180	25.7%	165	23.6%	604	86.3%
	Tick	7	1.0%	63	9.0%	11	1.6%	15	2.1%	96	13.7%
Research Work	Non Tick	128	18.3%	108	15.4%	175	25.0%	157	22.4%	568	81.1%
	Tick	21	3.0%	72	10.3%	16	2.3%	23	3.3%	132	18.9%
Preparing Notes	Non Tick	91	13.0%	104	14.9%	129	18.4%	99	14.1%	423	60.4%
	Tick	58	8.3%	76	10.9%	62	8.9%	81	11.6%	277	39.6%
Reading	Non Tick	35	5.0%	108	15.4%	53	7.6%	46	6.6%	242	34.6%
	Tick	114	16.3%	72	10.3%	138	19.7%	134	19.1%	458	65.4%

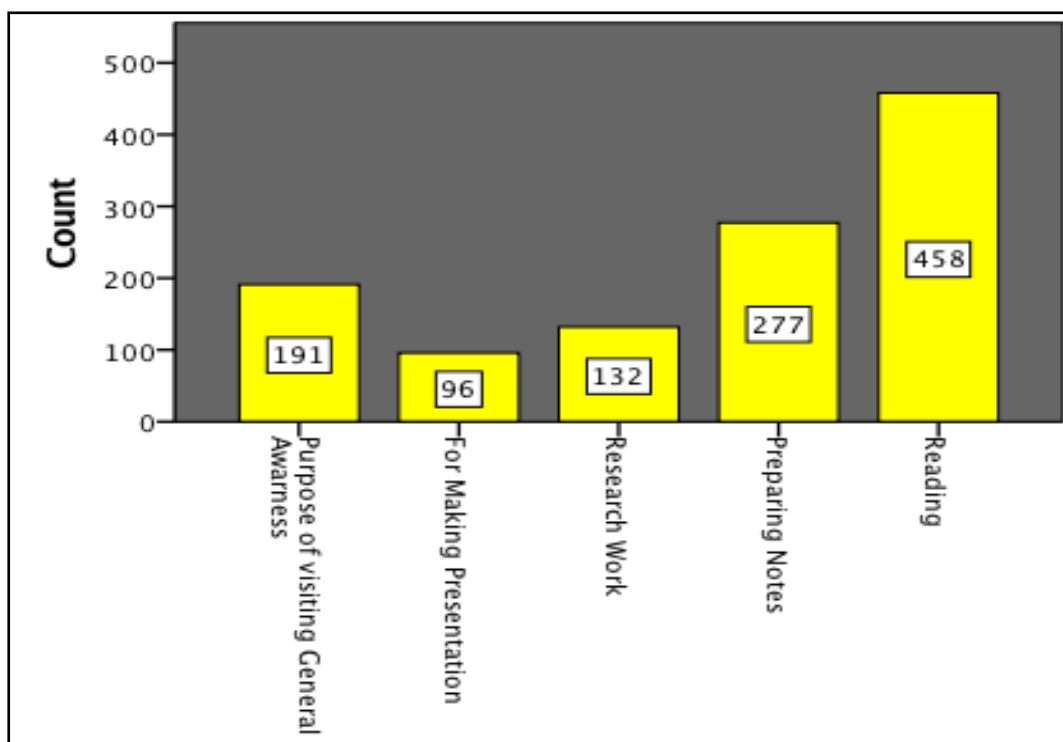


Fig. 5.6 Purpose of Visiting

As the library is considered as the heart of the university from where the students or researchers could get help for their requirements, different users visit the library for different purposes. It is seen in the **table and figure (5.6)** that overall 458(65.4%) respondents visit the library for reading purpose. 277(39.6%) respondents were found to visit the library for preparing their notes, 132(18.9%) respondents visit the library for their research work. Some 191(27.3%) respondents visit library just to have a general awareness to prepare for competitive exams to update their knowledge. Very few 96(13.7%) users visit the library for making presentations in the silent environment of the library.

Table.5.7 Information Search

Information Search		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Textbooks	Non Tick	30	4.3%	93	13.3%	87	12.4%	78	11.1%	288	41.1%
	Tick	119	17.0%	87	12.4%	104	14.9%	102	14.6%	412	58.9%
Newspapers Magazines	Non Tick	75	10.7%	106	15.1%	137	19.6%	98	14.0%	416	59.4%
	Tick	74	10.6%	74	10.6%	54	7.7%	82	11.7%	284	40.6%
Online Database	Non Tick	99	14.1%	125	17.9%	122	17.4%	114	16.3%	460	65.7%
	Tick	50	7.1%	55	7.9%	69	9.9%	66	9.4%	240	34.3%
Journals	Non Tick	125	17.9%	116	16.6%	160	22.9%	119	17.0%	520	74.3%
	Tick	24	3.4%	64	9.1%	31	4.4%	61	8.7%	180	25.7%
Government Publication	Non Tick	133	19.0%	131	18.7%	165	23.6%	127	18.1%	556	79.4%
	Tick	16	2.3%	49	7.0%	26	3.7%	53	7.6%	144	20.6%
Reference books	Non Tick	86	12.3%	112	16.0%	129	18.4%	102	14.6%	429	61.3%
	Tick	63	9.0%	68	9.7%	62	8.9%	78	11.1%	271	38.7%
Thesis Research Papers	Non Tick	128	18.3%	129	18.4%	167	23.9%	161	23.0%	585	83.6%
	Tick	21	3.0%	51	7.3%	24	3.4%	19	2.7%	115	16.4%

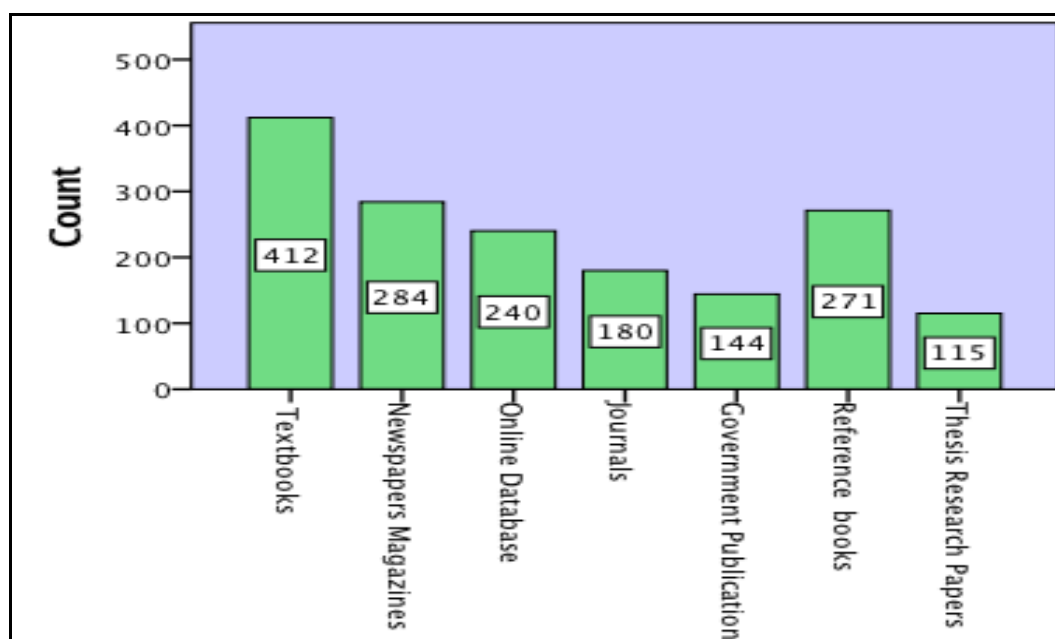


Fig.5.7 Information Search

The above **table and figure (5.7)** shows that the respondents were not identical in their usage contexts. Students belonging from different fields have different requirement of information. Therefore library provides different information resources to the users for their requirements. 412(58.9%) respondents used textbooks available in the library as their information resources, whereas 284(40.6%) respondents preferred magazines for seeking information, while 271(38.7%) respondents visit the library to search for the reference books for their needs. 240(34.3%) respondents used online database for their information. 180(25.7%) respondents consulted journals for seeking information. while 144(20.6%) respondents used the library for Government publication. Very few users 115(16.4%) belonging to research activities were obtaining information for Thesis and research papers to get some clues for their research work.

Table.5.8: Awareness of Library Resources

Awareness Of Library Resources		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Awareness of Books Related to Subject	Agree	96	13.7%	141	20.1%	132	18.9%	132	18.9%	501	71.6%
	Strongly Agree	48	6.9%	22	3.1%	48	6.9%	38	5.4%	156	22.3%
	Disagree	3	0.4%	15	2.1%	11	1.6%	9	1.3%	38	5.4%
	Strongly Disagree	2	0.3%	2	0.3%	0	0.0%	1	0.1%	5	0.7%
Journals Available in the Library	Agree	82	11.7%	105	15.0%	101	14.4%	114	16.3%	402	57.4%
	Strongly Agree	25	3.6%	34	4.9%	23	3.3%	20	2.9%	102	14.6%
	Disagree	37	5.3%	38	5.4%	66	9.4%	44	6.3%	185	26.4%
	Strongly Disagree	5	0.7%	3	0.4%	1	0.1%	2	0.3%	11	1.6%
References Sources in my Subject	Agree	96	13.7%	88	12.6%	113	16.1%	113	16.1%	410	58.6%
	Strongly Agree	32	4.6%	45	6.4%	52	7.4%	29	4.1%	158	22.6%
	Disagree	18	2.6%	40	5.7%	26	3.7%	34	4.9%	118	16.9%

	Strongly Disagree	3	0.4%	7	1.0%	0	0.0%	4	0.6%	14	2.0%
Online Resources Available in the Library	Agree	80	11.4%	86	12.3%	103	14.7%	80	11.4%	349	49.9%
	Strongly Agree	37	5.3%	44	6.3%	51	7.3%	25	3.6%	157	22.4%
	Disagree	24	3.4%	40	5.7%	34	4.9%	64	9.1%	162	23.1%
	Strongly Disagree	8	1.1%	10	1.4%	3	0.4%	11	1.6%	32	4.6%
General Magazine Available in the Library	Agree	86	12.3%	115	16.4%	109	15.6%	116	16.6%	426	60.9%
	Strongly Agree	19	2.7%	32	4.6%	42	6.0%	27	3.9%	120	17.1%
	Disagree	36	5.1%	29	4.1%	35	5.0%	33	4.7%	133	19.0%
	Strongly Disagree	8	1.1%	4	0.6%	5	0.7%	4	0.6%	21	3.0%

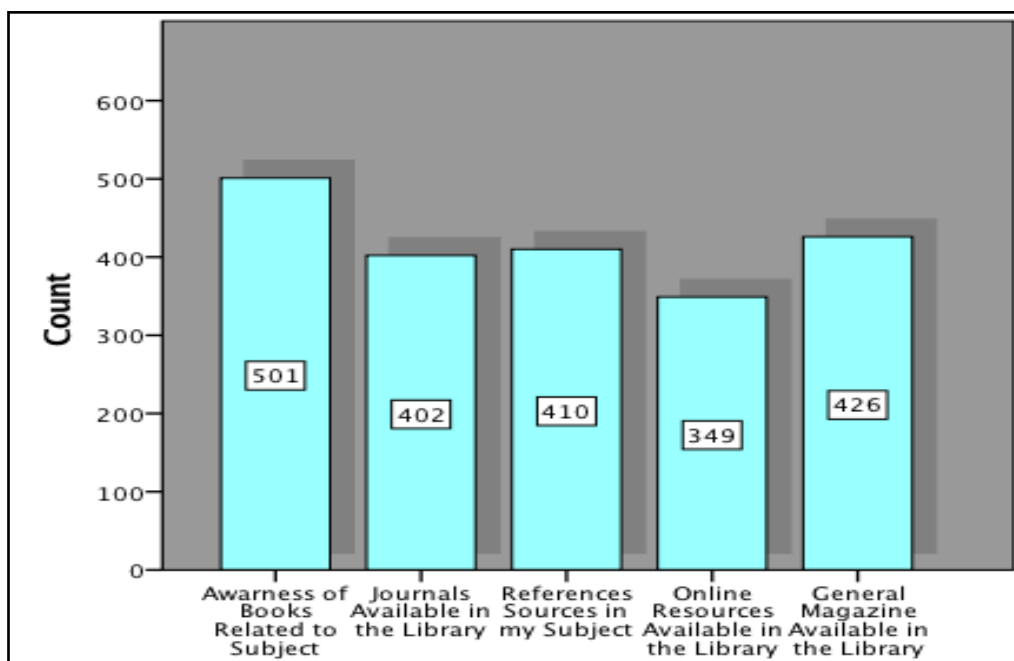


Fig.5.8 Awareness of Library Resources

Above **table and figure (5.8)** shows that 158(22.6%) respondents strongly agree with reference sources related to his or her subject whereas 156(22.3%) respondents agree with awareness of books related to subject while 185(26.4%) respondents disagree with journals available in the libraries and 32(4.6%) respondents strongly disagree with online resources available in the libraries.

Table.5.9 Facilities Provided

Facilities Provided		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Arrangement of Books	Yes	141	20.1%	132	18.9%	162	23.1%	102	14.6%	537	76.7%
	No	8	1.1%	48	6.9%	29	4.1%	78	11.1%	163	23.3%
Furniture & Equipment	Yes	134	19.1%	143	20.4%	170	24.3%	151	21.6%	598	85.4%
	No	15	2.1%	37	5.3%	21	3.0%	29	4.1%	102	14.6%
Lighting & Ventilation	Yes	146	20.9%	148	21.1%	171	24.4%	155	22.1%	620	88.6%
	No	3	0.4%	32	4.6%	20	2.9%	25	3.6%	80	11.4%
Cleanliness	Yes	144	20.6%	131	18.7%	167	23.9%	150	21.4%	592	84.6%
	No	5	0.7%	49	7.0%	24	3.4%	30	4.3%	108	15.4%
Helpfulness of Library Staff	Yes	138	19.7%	136	19.4%	159	22.7%	132	18.9%	565	80.7%
	No	11	1.6%	44	6.3%	32	4.6%	48	6.9%	135	19.3%
Reading Room	Yes	138	19.7%	141	20.1%	172	24.6%	144	20.6%	595	85.0%
	No	11	1.6%	39	5.6%	19	2.7%	36	5.1%	105	15.0%

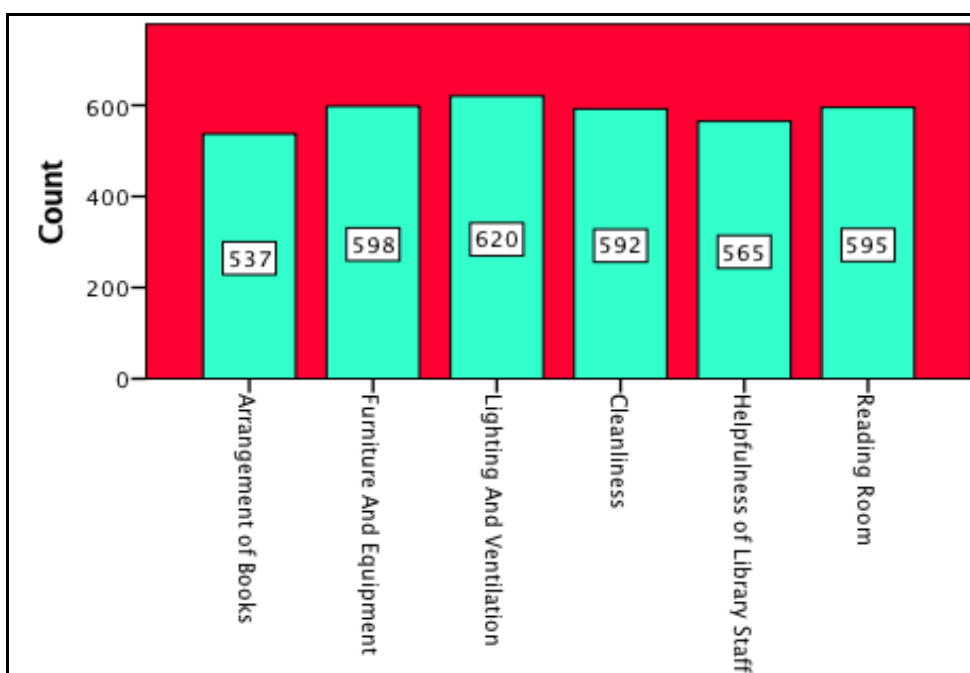


Fig.5.9 Facilities Provided

Above **table and figure (5.9)** shows that the facilities of the library affect the interest of the users to a great extent. So in order to find out the views of the users they were asked if the facilities provided by the library were up to mark or not. 537(76.7%) respondents voted that they liked arrangements of books in their library whereas 598(85.4%) respondents voted positively for the furniture and equipment provided. When users were asked about the Lightning and ventilation, 620(88.6%) respondents found satisfied. 592(84.6%) respondents liked the cleanliness, 565(80.7%) respondents were very much affected by the helpful nature of library staff and 595(85%) respondents added that reading room provided by the library is very much useful for them.

Table.5.10 User Preferred for the Study

User Preferred for the Study		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Literature Search Services	Non Tick	56	8.0%	100	14.3%	111	15.9%	93	13.3%	360	51.4%
	Tick	93	13.3%	80	11.4%	80	11.4%	87	12.4%	340	48.6%
Reference Services	Non Tick	106	15.1%	94	13.4%	139	19.9%	102	14.6%	441	63.0%
	Tick	43	6.1%	86	12.3%	52	7.4%	78	11.1%	259	37.0%
Reprographic Services	Non Tick	137	19.6%	101	14.4%	174	24.9%	120	17.1%	532	76.0%
	Tick	12	1.7%	79	11.3%	17	2.4%	60	8.6%	168	24.0%
Internet & Email Services	Non Tick	70	10.0%	103	14.7%	91	13.0%	96	13.7%	360	51.4%
	Tick	79	11.3%	77	11.0%	100	14.3%	84	12.0%	340	48.6%
Electronic Information Services	Non Tick	73	10.4%	116	16.6%	109	15.6%	97	13.9%	395	56.4%
	Tick	76	10.9%	64	9.1%	82	11.7%	83	11.9%	305	43.6%

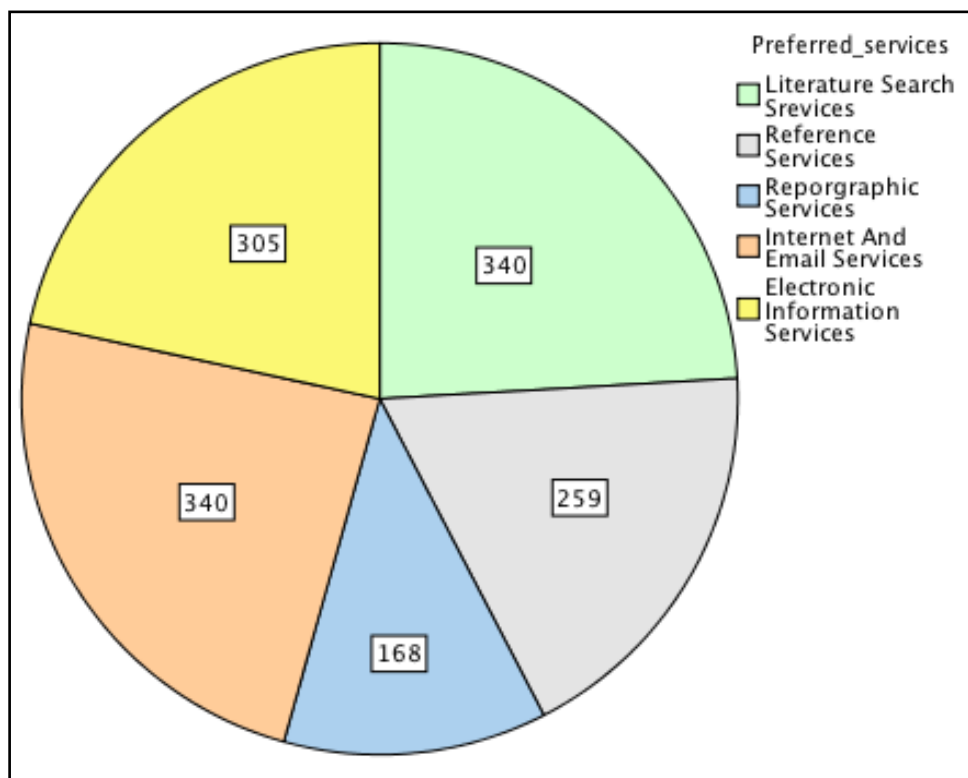


Fig. 5.10 User Preferred for the Study

Above **table and figure (5.10)** explores that every user has different ways to study, so their preferences for the study also vary. from the above graph, it revealed that 340(48.6%) respondents preferred literature search service for their study. 259(37%) respondents like to have the reference services for the study. 168(24%) respondents like the reprographic service provided by the library which makes users get the photocopy or hard copies at the same place which saves their time. 340(48.6%) respondents say that internet services and email services provided by library make their work easy. 305(43.6%) respondents were found to preferred electronic information services like e-books, e-journals etc.

Table.5.11 Satisfaction of Respondent

Satisfaction of Respondent		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Circulation Service	Very Satisfied	51	7.3%	68	9.7%	32	4.6%	21	3.0%	172	24.6%
	Satisfied	87	12.4%	66	9.4%	130	18.6%	105	15.0%	388	55.5%
	Partially Satisfied	9	1.3%	29	4.1%	24	3.4%	31	4.4%	93	13.3%
	Dissatisfied	1	0.1%	17	2.4%	5	0.7%	23	3.3%	46	6.6%
Reference Service	Very Satisfied	42	6.0%	36	5.2%	42	6.0%	20	2.9%	140	20.0%
	Satisfied	93	13.3%	80	11.4%	123	17.6%	102	14.6%	398	56.9%
	Partially Satisfied	12	1.7%	45	6.4%	19	2.7%	38	5.4%	114	16.3%
	Dissatisfied	2	0.3%	19	2.7%	7	1.0%	19	2.7%	47	6.7%
CAS	Very Satisfied	38	5.4%	22	3.1%	27	3.9%	20	2.9%	107	15.3%
	Satisfied	84	12.0%	85	12.1%	92	13.1%	58	8.3%	319	45.6%
	Partially Satisfied	15	2.1%	49	7.0%	66	9.4%	63	9.0%	193	27.6%
	Dissatisfied	12	1.7%	24	3.4%	6	0.9%	39	5.6%	81	11.6%
Internet	Very Satisfied	55	7.9%	25	3.6%	70	10.0%	25	3.6%	175	25.0%
	Satisfied	74	10.6%	71	10.1%	82	11.7%	52	7.4%	279	39.9%
	Partially Satisfied	9	1.3%	56	8.0%	31	4.4%	50	7.1%	146	20.9%
	Dissatisfied	11	1.6%	28	4.0%	8	1.1%	53	7.6%	100	14.3%
OPAC	Very Satisfied	47	6.7%	24	3.4%	40	5.7%	26	3.7%	137	19.6%
	Satisfied	79	11.3%	80	11.4%	78	11.1%	51	7.3%	288	41.1%
	Partially Satisfied	12	1.7%	46	6.6%	47	6.7%	29	4.1%	134	19.1%
	Dissatisfied	11	1.6%	30	4.3%	26	3.7%	74	10.6%	141	20.1%
Reprographic Service	Very Satisfied	52	7.4%	27	3.9%	21	3.0%	28	4.0%	128	18.3%
	Satisfied	71	10.1%	85	12.1%	71	10.1%	59	8.4%	286	40.9%
	Partially Satisfied	14	2.0%	36	5.1%	44	6.3%	26	3.7%	120	17.1%
	Dissatisfied	12	1.7%	32	4.6%	55	7.9%	67	9.6%	166	23.7%
Electronic Information Services	Very Satisfied	49	7.0%	35	5.0%	38	5.4%	32	4.6%	154	22.0%
	Satisfied	70	10.0%	74	10.6%	85	12.1%	50	7.1%	279	39.9%
	Partially Satisfied	16	2.3%	41	5.9%	40	5.7%	26	3.7%	123	17.6%
	Dissatisfied	14	2.0%	30	4.3%	28	4.0%	72	10.3%	144	20.6%

From the above **table (5.11)** we observed that all four concern library survey according to my topic we came to know that 175 respondents 25% very satisfied selected in keeping view of internet services;388 respondents 55.5% satisfied selected in keeping view of circulation services;193 respondents 27.6% partially satisfied selected in keeping view of CAS services and 141 respondents 20.1% dissatisfied selected in keeping view of OPAC Services

Table.5.12 Users Expectation regarding Facilities

Users Expectation regarding Facilities		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Orientation Programme	Non Tick	72	10.3%	99	14.1%	104	14.9%	118	16.9%	393	56.1%
	Tick	77	11.0%	81	11.6%	87	12.4%	62	8.9%	307	43.9%
IT Training Programme	Non Tick	81	11.6%	100	14.3%	130	18.6%	108	15.4%	419	59.9%
	Tick	68	9.7%	80	11.4%	61	8.7%	72	10.3%	281	40.1%
Group Discussion Room	Non Tick	69	9.9%	91	13.0%	83	11.9%	45	6.4%	288	41.1%
	Tick	80	11.4%	89	12.7%	108	15.4%	135	19.3%	412	58.9%
Cafeteria	Non Tick	79	11.3%	106	15.1%	109	15.6%	91	13.0%	385	55.0%
	Tick	70	10.0%	74	10.6%	82	11.7%	89	12.7%	315	45.0%
Rest Room	Non Tick	102	14.6%	118	16.9%	135	19.3%	112	16.0%	467	66.7%
	Tick	47	6.7%	62	8.9%	56	8.0%	68	9.7%	233	33.3%
Entertainment	Non Tick	128	18.3%	119	17.0%	160	22.9%	131	18.7%	538	76.9%
	Tick	21	3.0%	61	8.7%	31	4.4%	49	7.0%	162	23.1%
Games	Non Tick	136	19.4%	132	18.9%	168	24.0%	133	19.0%	569	81.3%
	Tick	13	1.9%	48	6.9%	23	3.3%	47	6.7%	131	18.7%

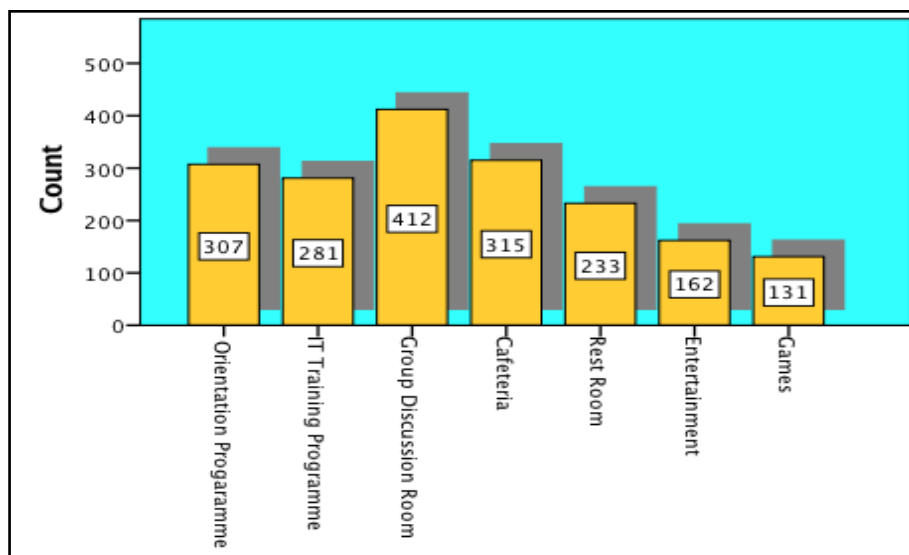


Fig.5.12 Users Expectation regarding Facilities

For taking the idea about the needs and to find out the scope for betterment in the library services many options had been given to the respondents. The above **table and figure (5.12)** shows that majority of respondents (58.9%) said that they need a particular group discussion corner in the library where they can do some healthy and informative discussion with their colleagues. On the other hand, only 18.7% users of the library said that corners for games should also be made in the library. So that when users get bored or tired in the library they can get a place for the entertainment. Some 45% respondents wanted to have a homely environment so in order to get refreshment during their study, they wanted to have cafeteria in the library building. Some 33.3% users even wished to have a rest room where they could rest for some time.

Table.5.13 Problems Faced by the User

Problems Faced by the User		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Material is not available related to his or her subject	Non Tick	63	9.0%	98	14.0%	132	18.9%	79	11.3%	372	53.1%
	Tick	86	12.3%	82	11.7%	59	8.4%	101	14.4%	328	46.9%
Library Staff are unwilling for service	Non Tick	137	19.6%	118	16.9%	165	23.6%	123	17.6%	543	77.6%
	Tick	12	1.7%	62	8.9%	26	3.7%	57	8.1%	157	22.4%
Information Sources are not properly located	Non Tick	134	19.1%	102	14.6%	147	21.0%	76	10.9%	459	65.6%
	Tick	15	2.1%	78	11.1%	44	6.3%	104	14.9%	241	34.4%
Lack of Knowledge in using Library	Non Tick	134	19.1%	115	16.4%	151	21.6%	105	15.0%	505	72.1%
	Tick	15	2.1%	65	9.3%	40	5.7%	75	10.7%	195	27.9%
Some of Information Materials are out-dated and old	Non Tick	47	6.7%	109	15.6%	57	8.1%	65	9.3%	278	39.7%
	Tick	102	14.6%	71	10.1%	134	19.1%	115	16.4%	422	60.3%
The atmosphere is too boring	Non Tick	137	19.6%	127	18.1%	159	22.7%	121	17.3%	544	77.7%
	Tick	12	1.7%	53	7.6%	32	4.6%	59	8.4%	156	22.3%

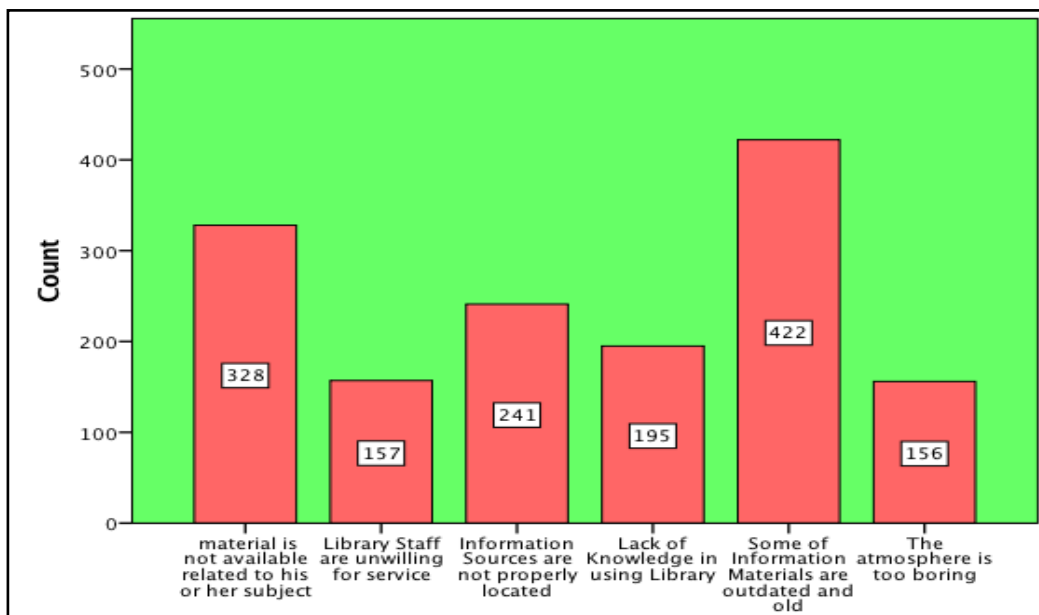


Fig.5.13 Problems Faced by the User

The above table and figure (5.13) find out that the problems faced by the users in the library a question have been asked from the respondents. From the above table and figure clearly indicates the statistics of the responses. Out of 100 % total 60.3% or the users said that some material of the library has been out-dated and old. Similarly, one basic problem which has been raised by 46.9% respondents is that they do not find the relevant material from their subject field. 157(22.4%) respondents found their library staff to be very careless and lazy in providing the required services needed by the users. 195(27.9%) respondents were found that due to lack of knowledge of the services these respondents usually avoid using library.

Table.5.14 Problem Faced while using the Internet

Problem Faced while using the Internet		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Low speed	Non Tick	20	2.9%	82	11.7%	128	18.3%	66	9.4%	296	42.3%
	Tick	129	18.4%	98	14.0%	63	9.0%	114	16.3%	404	57.7%
Insufficient Terminals	Non Tick	142	20.3%	101	14.4%	99	14.1%	56	8.0%	398	56.9%
	Tick	7	1.0%	79	11.3%	92	13.1%	124	17.7%	302	43.1%
Library Timings	Non Tick	113	16.1%	101	14.4%	95	13.6%	88	12.6%	397	56.7%
	Tick	36	5.1%	79	11.3%	96	13.7%	92	13.1%	303	43.3%

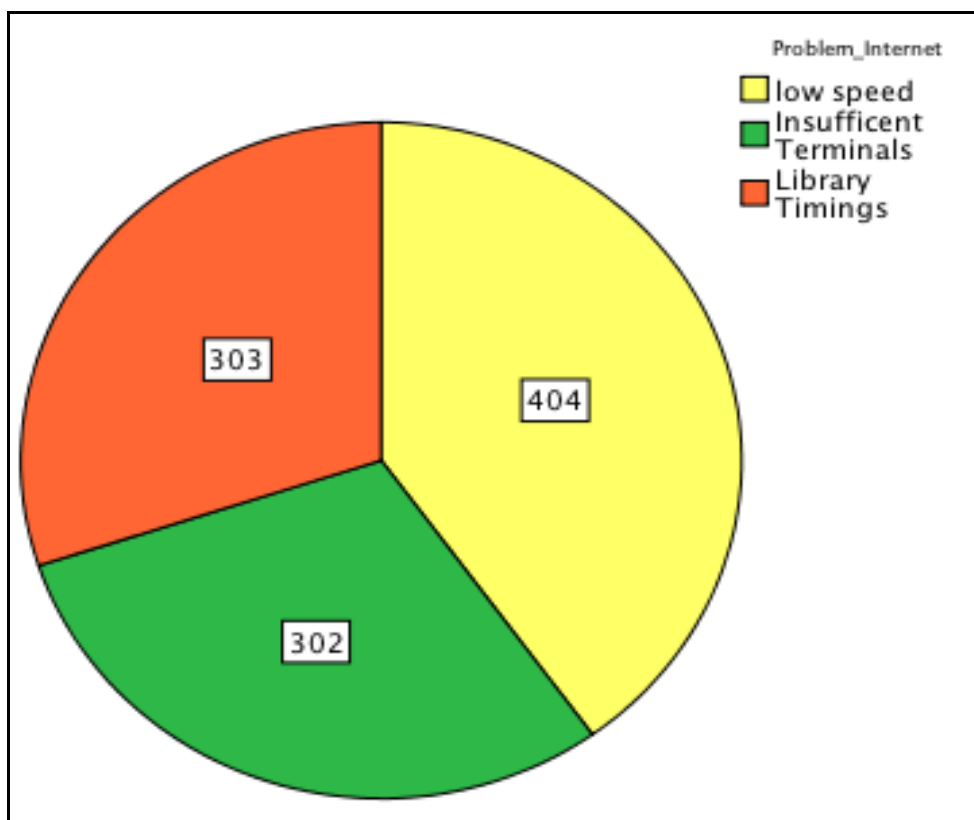


Fig.5.14 Problem Faced while using the Internet

The above **table and figure (5.14)** shows that many respondents were also found showing negative attitude towards library services. When they were asked about this, near about 404(57.7%) respondents showed negative attitude toward the internet service provided as they were very much dissatisfied by the low speed of the internet provided which causes hindrance in their work. 303(43.3%) respondents were found unhappy with the timings of the library due to which they could not match their schedule. 302(43.1%) respondents said that they get very much annoyed by the insufficient terminals. As when they wished to work, they have to wait for long in order to use the computers in the library which kills their time.

Table.5.15 Users Thinking

Users Thinking		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Library is too boring place	Non Tick	143	20.4%	130	18.6%	186	26.6%	156	22.3%	615	87.9%
	Tick	6	0.9%	50	7.1%	5	0.7%	24	3.4%	85	12.1%
Library is place for the Entertainment	Non Tick	140	20.0%	125	17.9%	184	26.3%	152	21.7%	601	85.9%
	Tick	9	1.3%	55	7.9%	7	1.0%	28	4.0%	99	14.1%
Library is very helpful place where we achieve our objectives	Non Tick	34	4.9%	91	13.0%	59	8.4%	65	9.3%	249	35.6%
	Tick	115	16.4%	89	12.7%	132	18.9%	115	16.4%	451	64.4%
Library helps to develop our personality	Non Tick	76	10.9%	100	14.3%	106	15.1%	69	9.9%	351	50.1%
	Tick	73	10.4%	80	11.4%	85	12.1%	111	15.9%	349	49.9%
Library is source of knowledge	Non Tick	44	6.3%	96	13.7%	64	9.1%	44	6.3%	248	35.4%
	Tick	105	15.0%	84	12.0%	127	18.1%	136	19.4%	452	64.6%
Library is a place where user think for the development of individuals as well as society	Non Tick	78	11.1%	117	16.7%	117	16.7%	78	11.1%	390	55.7%
	Tick	71	10.1%	63	9.0%	74	10.6%	102	14.6%	310	44.3%
Library is a place where we get our study material	Non Tick	56	8.0%	103	14.7%	99	14.1%	72	10.3%	330	47.1%
	Tick	93	13.3%	77	11.0%	92	13.1%	108	15.4%	370	52.9%
Library is place where we find peace and concentrate our studies	Non Tick	44	6.3%	105	15.0%	85	12.1%	100	14.3%	334	47.7%
	Tick	105	15.0%	75	10.7%	106	15.1%	80	11.4%	366	52.3%

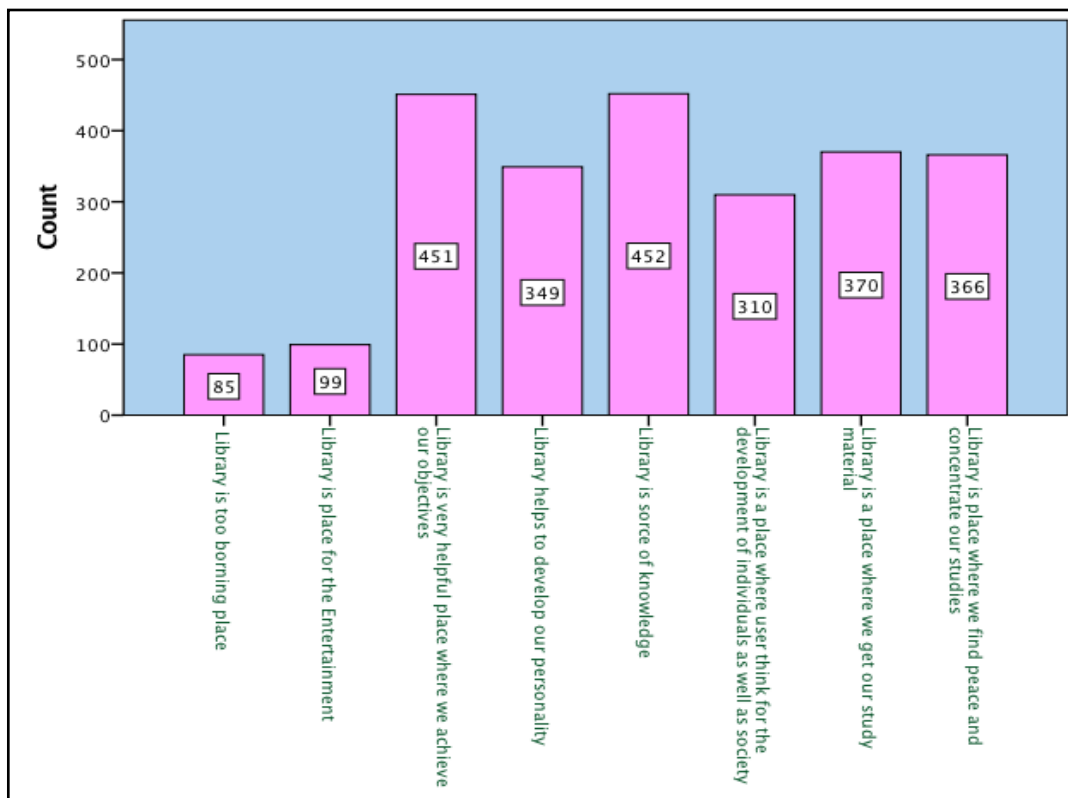


Fig.5.15 Users Thinking

The above **table and figure (5.15)** reveals that psychological assessment is the major aspect of the study. To know the thinking of the users of library, a detailed table has been prepared which indicates the responses of all 4 central university of Uttar Pradesh. From the above table and figure shows that majority (64.6%) of the respondent says that library is a very good place and it is the source of knowledge. Similarly, 64.4 % respondents said that library is very helpful place and they get help in achieving their objectives of life. Very few (14.1%) respondents considered library as the place for entertainment and (52.9%) respondents considered library is a place where they get the information for their study.

Table.5.16 Achievements from the Library

Respondent Achievements		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
I achieve multidisciplinary knowledge	Non Tick	57	8.2%	94	13.4%	79	11.3%	74	10.6%	304	43.5%
	Tick	92	13.2%	86	12.3%	112	16.0%	105	15.0%	395	56.5%
I fulfil my interest of different subjects	Non Tick	73	10.4%	95	13.6%	87	12.4%	65	9.3%	320	45.7%
	Tick	76	10.9%	85	12.1%	104	14.9%	115	16.4%	380	54.3%
I have developed a good learning network	Non Tick	68	9.7%	118	16.9%	94	13.4%	68	9.7%	348	49.7%
	Tick	81	11.6%	62	8.9%	97	13.9%	112	16.0%	352	50.3%
I score a good mark in my field	Non Tick	79	11.3%	108	15.4%	114	16.3%	83	11.9%	384	54.9%
	Tick	70	10.0%	72	10.3%	77	11.0%	97	13.9%	316	45.1%
I have developed a social network by taking help of the Library	Non Tick	98	14.0%	122	17.4%	130	18.6%	100	14.3%	450	64.3%
	Tick	51	7.3%	58	8.3%	61	8.7%	80	11.4%	250	35.7%
I qualify a competitive and other exam	Non Tick	85	12.1%	120	17.1%	115	16.4%	103	14.7%	423	60.4%
	Tick	64	9.1%	60	8.6%	76	10.9%	77	11.0%	277	39.6%
I achieve different thoughts of different author on the same topic	Non Tick	91	13.0%	121	17.3%	111	15.9%	78	11.1%	401	57.3%
	Tick	58	8.3%	59	8.4%	80	11.4%	102	14.6%	299	42.7%

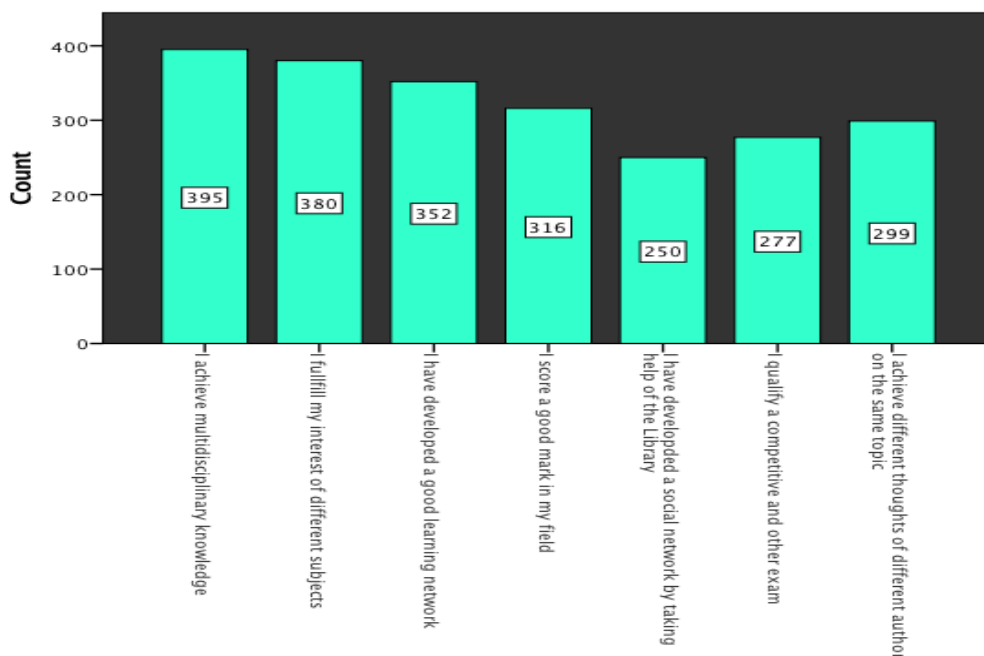


Fig.5.16 Achievements from the Library

There is one factor of psychological measurement from which user satisfaction can be measured. For this aspect researcher asked that what do users exactly gain from the library? The above **table and figure (5.16)** shows that 56.5 % respondent said that library is a place which helps in gaining multidisciplinary knowledge.54.3% respondents believed that library has very much helped in the gaining information of related to their field of interest, some (39.6%) respondents said that due to library only they could get the place for the study for long hours which helped them in cracking some of the competitive exams, some respondents (42.7%) believed due library only they could develop the good social network all over the world by becoming socially active through internet and books provided in the library, whereas only 35.7 % users said that library helped them in building the social networks among them.

Table.5.17 User Stay in the Library for Longer Hours

User Stay in the Library for Longer Hours		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Library is well maintained	Non Tick	65	9.3%	88	12.6%	91	13.0%	86	12.3%	330	47.1%
	Tick	84	12.0%	92	13.1%	100	14.3%	94	13.4%	370	52.9%
Library is clean and tidy	Non Tick	72	10.3%	84	12.0%	101	14.4%	77	11.0%	334	47.7%
	Tick	77	11.0%	96	13.7%	90	12.9%	103	14.7%	366	52.3%
Library provides appropriate reading atmosphere	Non Tick	19	2.7%	82	11.7%	43	6.1%	43	6.1%	187	26.7%
	Tick	130	18.6%	98	14.0%	148	21.1%	137	19.6%	513	73.3%
Library is homely and pleasant	Non Tick	92	13.1%	108	15.4%	122	17.4%	108	15.4%	430	61.4%
	Tick	57	8.1%	72	10.3%	69	9.9%	72	10.3%	270	38.6%

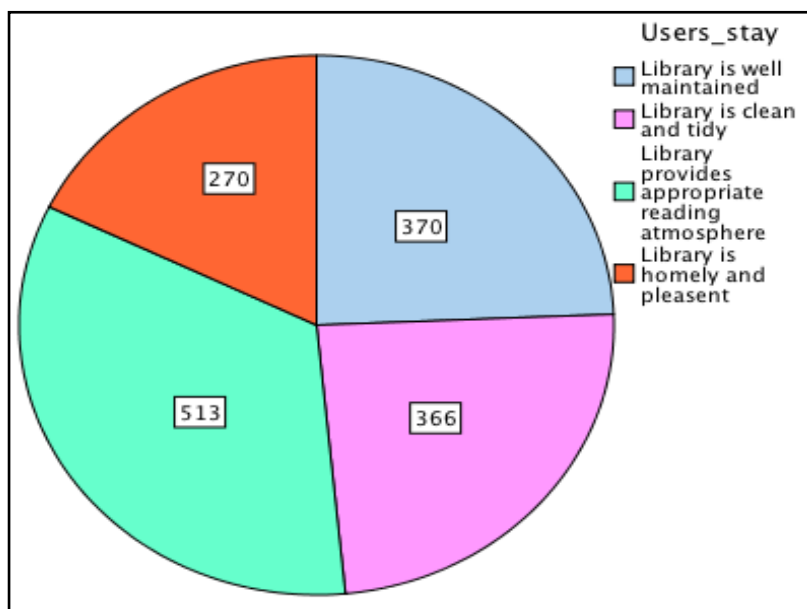


Fig.5.17 User Stay in the Library for Longer Hours

From the above **table and figure (5.17)**, we observed that 370(52.9%) users believed that their library is well maintained which makes them to stay in the library for longer hours; 366(52.3%) users believed that library is clean and tidy so they want to study in the library for longer hours; 513(73.3%) users believed that library provides appropriate reading atmosphere so they want to spend more time in the library for their work and 270(38.6%) respondents believed that library is homely and pleasant which makes the users comfortable in that environment.

Table.5.18 Thinking about the Library Staff

Thinking About the Library Staff		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Library staff is quite friendly and helpful	Yes	137	19.6%	153	21.9%	169	24.1%	146	20.9%	605	86.4%
	No	12	1.7%	27	3.9%	22	3.1%	34	4.9%	95	13.6%
Library staff is cooperative	Yes	139	19.9%	153	21.9%	167	23.9%	147	21.0%	606	86.6%
	No	10	1.4%	27	3.9%	24	3.4%	33	4.7%	94	13.4%
Library staff is active and supportive	Yes	132	18.9%	136	19.4%	152	21.7%	139	19.9%	559	79.9%
	No	17	2.4%	44	6.3%	39	5.6%	41	5.9%	141	20.1%
Library is well behaved	Yes	135	19.3%	126	18.0%	165	23.6%	150	21.4%	576	82.3%
	No	14	2.0%	54	7.7%	26	3.7%	30	4.3%	124	17.7%

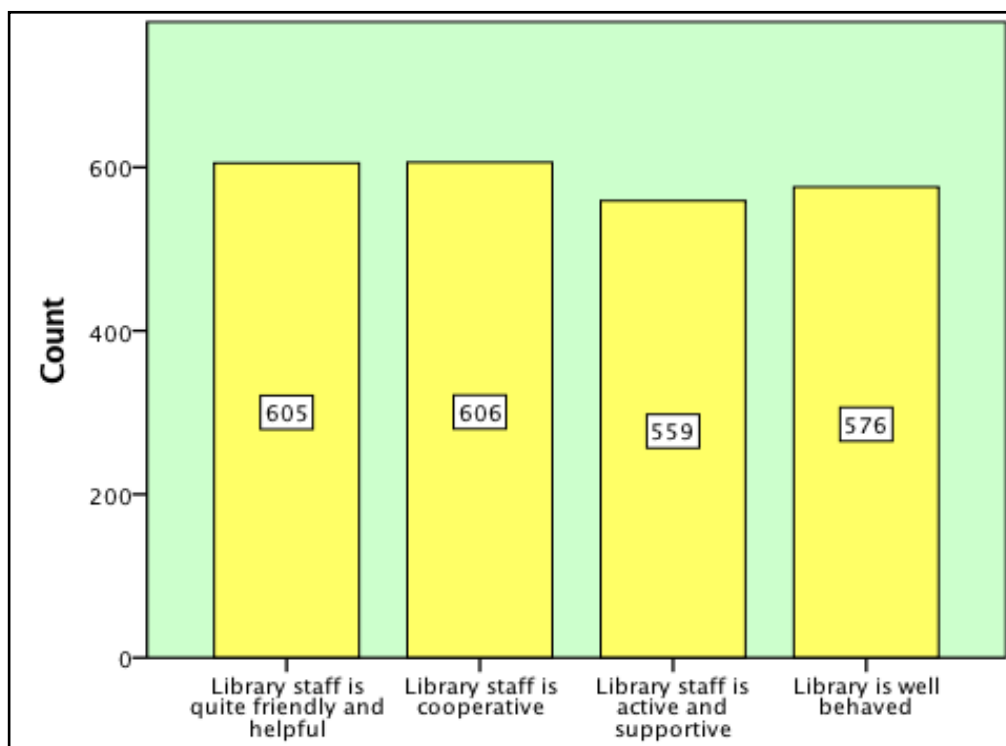


Fig.5.18 Thinking about the Library Staff

In the study when the users were asked about the Library staffs who manages the library, different respondents showed different attitude towards the library staff. The above **table and figure (5.18)** revealed the fact that about 605(86.4%) respondents believed that the library staffs in their library were quite friendly; they feel free while interacting them. About 606 (86.6%) respondents mentioned that their library staffs are quit cooperative, that's why they feel very easy in their work. It was also found that 559 (79.9%) respondents said that library staff is active and supportive they help them in their work when needed. And 576 (82.3%) respondents believed that the library staffs are well behaved.

Table.5.19 Infrastructures Available in the Library

Infrastructures Available in the Library		Name of the University									
		AMU		BBAU		BHU		UoA		Total	
		Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %	Count	Table N %
Library is quite spacious	Yes	138	19.7%	155	22.1%	166	23.7%	147	21.0%	606	86.6%
	No	11	1.6%	25	3.6%	25	3.6%	33	4.7%	94	13.4%
The complete building has a good ventilation and lighting facility	Yes	139	19.9%	140	20.0%	172	24.6%	145	20.7%	596	85.1%
	No	10	1.4%	40	5.7%	19	2.7%	35	5.0%	104	14.9%
The library is easily accessible to all user	Yes	129	18.4%	144	20.6%	166	23.7%	149	21.3%	588	84.0%
	No	20	2.9%	36	5.1%	25	3.6%	31	4.4%	112	16.0%
The sitting arrangement in reading room is good	Yes	131	18.7%	133	19.0%	177	25.3%	146	20.9%	587	83.9%
	No	18	2.6%	47	6.7%	14	2.0%	34	4.9%	113	16.1%
Library is well maintained	Yes	142	20.3%	146	20.9%	167	23.9%	138	19.7%	593	84.7%
	No	7	1.0%	34	4.9%	24	3.4%	42	6.0%	107	15.3%

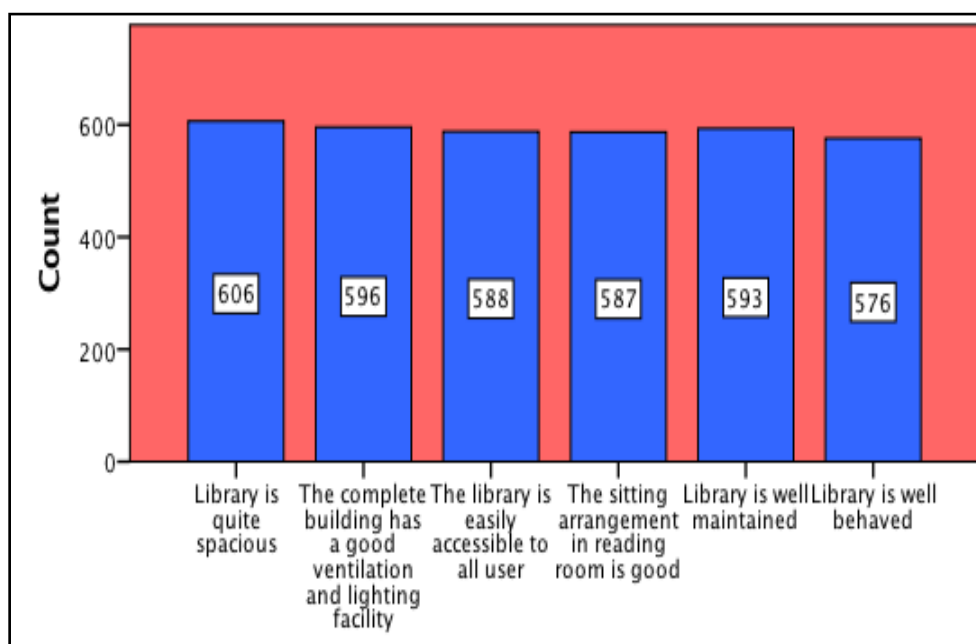


Fig.5.19 Infrastructures Available in the Library

As infrastructure of the library very much affects the interest of the users which attracts the users towards the library. In the above **table and figure (5.19)** revealed that 606 (86.6%) users think that their library is quite spacious which provide the suitable environment for users to work comfortably while 595 (85.1%) believed that complete building has a good ventilation and lightening facility which makes the users to work for longer time. 587 (19.78) respondents mentioned that library is easily accessible to all users. 588 (84%) respondents . 593 (84.7%) users mentioned that their library is well maintained which enhances the interest of users to work in the library efficiently.

5.2 Testing of Hypothesis

Hypothesis.1. Every user has different psychological behaviour for seeking information

It is observed that **table (5.7, 5.15 and 5.16)** says that students belonging from different fields have different requirement of information. Therefore, library provides different information resources to the users for their requirements. So the above hypothesis has been accepted.

Hypothesis.2. University libraries are doing well in their services and offering collections

During the study, it was found that Facilities of the library affect the interest of the users to a great extent. When users were asked about the Lightning and ventilation, (88.6%) respondents found satisfied and 85.4 % respondents added that reading room provided by the library is very much useful for them. **Table (5.9)** shows that university libraries are doing well in their services. So the hypothesis has been accepted.

Hypothesis.3. Almost every user is aware of the facilities available in libraries

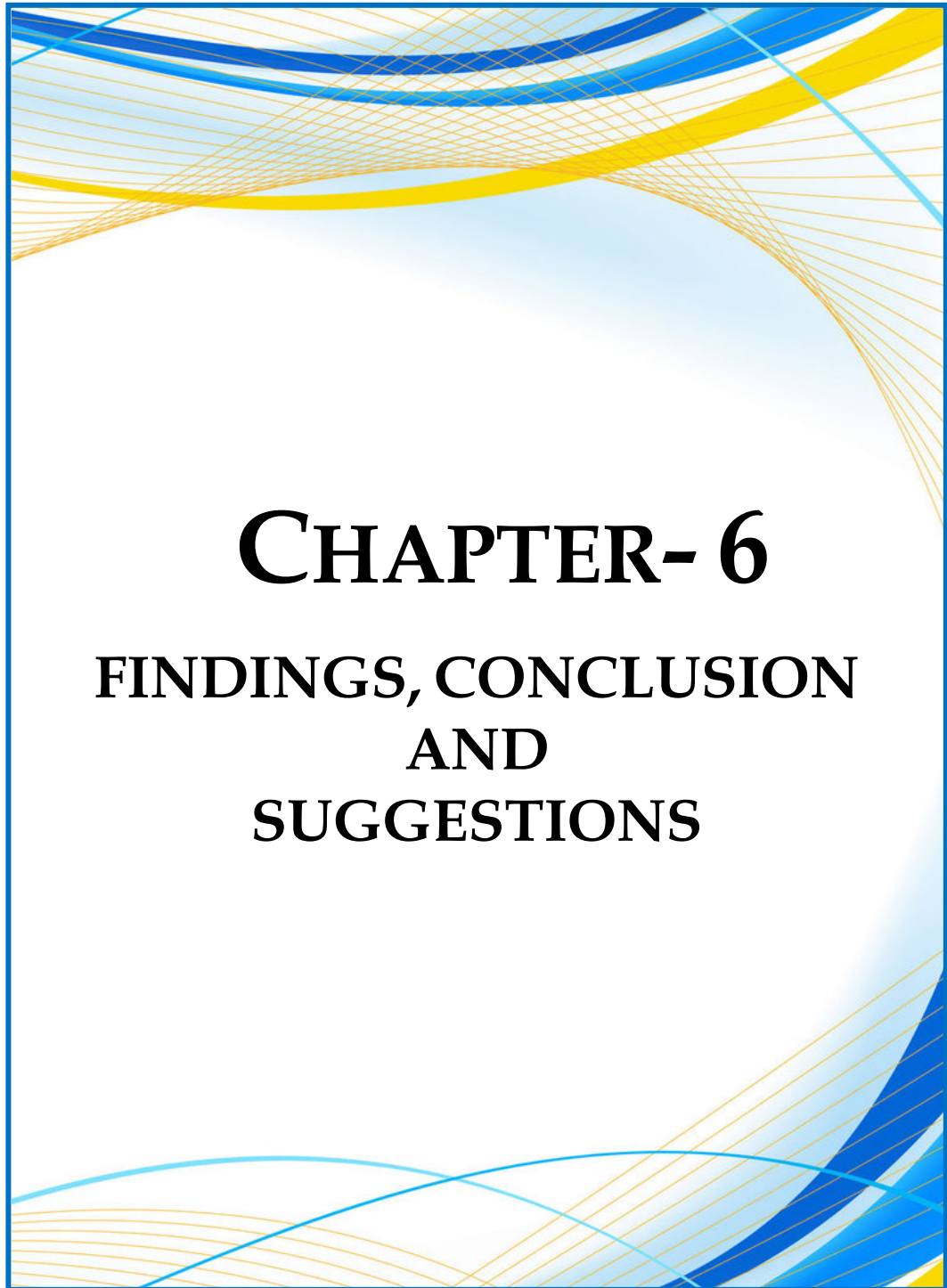
This study was found that 71.6% respondents agree with awareness of library information resources in the libraries. So from the help of **table (5.8)** this hypothesis has been accepted.

Hypothesis.4. Most of the users are satisfied with the library services

This study was found that 56.9% respondents are satisfied with the library services so from the help of **table (5.11)** this hypothesis has been accepted.

Hypothesis.5. Some of the users face problems in using information resources

This study was found that 60.3% the users said that some material of the library has been out-dated and old. Similarly, one basic problem which has been raised by 21.88% respondents they do not find the relevant material from their subject field. So from the help of **table (5.13)** this hypothesis has been accepted.



CHAPTER- 6

FINDINGS, CONCLUSION AND SUGGESTIONS

CHAPTER - 6

FINDINGS, CONCLUSION AND SUGGESTIONS

6.1 Findings

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, 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.

6.2 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 behaviour 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.

6.3 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.



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APPENDIX

Questionnaire for Users

Dear Student,

I am requesting you to kindly fill up this Questionnaire. The Topic of my Dissertation work Entitled **“PSYCHOLOGICAL BEHAVIOUR OF USERS IN CENTRAL UNIVERSITY LIBRARIES IN UTTAR PRADESH: A STUDY”** at Babasaheb Bhimrao Ambedkar University, Lucknow. The data provided by you will be kept confidential and will be used for research purpose only. I solicited you kind co-operation in this regards.

Thanking you.

Anand Prakash Shukla

M.Phil. Research Scholar

DLIS, BBAU (A Central University),

Lucknow, U.P.

PERSONEL PROFILE

- a. Name:
- b. Gender: Male [] Female []
- c. University:
- d. Course:
- e. Department:
- f. E-mail:
- g. Contact No:

Q.1 How frequently do you visit the library? (Pl. tick)

- | | | | |
|------------|-----|-----------------|-----|
| 1. Daily | [] | 2. Weekly | [] |
| 3. Monthly | [] | 4. Occasionally | [] |

Q.2 When do you feel to visit the library?

- | | | | |
|---------------|-----|--------------|-----|
| 1. Morning | [] | 2. Evening | [] |
| 3. Night | [] | 4. Free time | [] |
| 5. After noon | [] | | |

Q.3 With whom do you visit the library?

- | | | | |
|-----------|-----|-------------------------|-----|
| 1. Alone | [] | 2. Girlfriend/Boyfriend | [] |
| 3. Friend | [] | 4. In a group | [] |

Q.4 What kind of atmosphere do you like in the library?

- | | | | |
|-------------|---------|---------------|---------|
| 1. Friendly | [] | 2. Officially | [] |
| 3. Homely | [] | 4. Silently | [] |

Q.5 For what purpose do you most use the library? (Pl. tick)

- | | |
|----------------------------|---------|
| 1. General Awareness | [] |
| 2. For making Presentation | [] |
| 3. Research work | [] |
| 4. Preparing notes | [] |
| 5. Reading | [] |

Q.6 What type of information source you search in your university library?

- | | |
|-------------------------------|---------|
| 1) Text books | [] |
| 2) Newspapers/magazines | [] |
| 3) Online database | [] |
| 4) Journals (Print/Non print) | [] |
| 5) Government publication | [] |
| 6) Reference books | [] |
| 7) Thesis/research papers | [] |

Q.7 show how much you are aware with the library resources by ticking the appropriate option

Sources	Agree	Strongly Agree	Disagree	Strongly Disagree
I am aware with books related to my subject.				
I am aware Journals available in the library.				
I am aware reference sources in my subject.				
I am aware online resources available in the library.				
I am aware general magazine available in the library.				

Q.8 Are you satisfied with the facilities provided by your library?

- | | | |
|---------------------------------|---------|---------|
| | Yes | No |
| a) Arrangement of books | [] | [] |
| b) Furniture and Equipment | [] | [] |
| c) Lighting and Ventilation | [] | [] |
| d) Cleanliness | [] | [] |
| e) Helpfulness of library staff | [] | [] |
| f) Reading Room | [] | [] |

Q.9 Which type of Library services do you prefer for the study?

- a) Literature search services []
- b) Reference services []
- c) Reprographic services []
- d) Internet and Email services []
- e) Electronic information services []

Q.10 How much are you satisfied with the following services provided by the library?
(Pl. tick)

Services	Very Satisfied	Satisfied	Partially Satisfied	Dissatisfied
Circulation				
Reference				
Book-bank				
Newspapers				
CAS				
Internet				
OPAC				
Reprographic (Photocopy, printout, etc.)				
Electronic information services (database e-journals, e-books)				

Q.11 What types of facilities, you need in the library?

- 1. Orientation Programme []
- 2. IT Training Programme []
- 3. Group discussion room []
- 4. Cafeteria []
- 5. Rest room []
- 6. Entertainment []
- 7. Games []
- 8. Any other (pl. specify)

Q.12 What are the problems do you face in the library ?

- a) Material is not available related to my subject []
- b) Library staff are unwilling for service []
- c) Information sources are not properly located []
- d) Lack of knowledge in using library []
- e) Some of information materials are outdated and old []
- f) The atmosphere is too boring []
- h) Any other (pl. specify)

Q.13 What are the problems that you face while using the internet in the library?

- a) low speed []
- b) Insufficient terminals []
- c) library timings []
- d) Any other (pl. specify)

Q.14 What do you think about the library?

- a) Library is too boring place []
- b) Library is the place for the entertainment []
- c) Library is very helpful place where we achieve our objectives []
- d) Library helps to develop our personality []
- e) Library is source of knowledge []
- f) Library is a place where user think for the development of individuals as well as society []
- g) Library is a place where we get our study material []
- h) Library is place where we find peace and concentrate on our studies []
- i) Any other (pl. specify)

Q.15 What did you achieve from the library?

- a) I achieve multidisciplinary knowledge []
- b) I full fill my interest of different subject []
- c) I have developed a good learning network []
- d) I score a good mark in my field []
- e) I have developed a social network by taking help of the library []
- f) I qualify a competitive and other exam []
- g) I achieve different thoughts of different author on the same topic . []
- h) Any other (pl. specify)

Q.16 What makes you to stay in the library for longer hours?

- a) Library is well maintained []
- b) Library is clean and tidy []
- c) Library provides appropriate reading atmosphere []
- d) Library is homely and pleasant []
- e) Any other (pl. specify)

Q.17 What did you think about library staff?

- | | Yes | No |
|--|-----------|-----------|
| a) Library staff is quite friendly and helpful | [] | [] |
| b) Library staff is cooperative | [] | [] |
| c) Library staff is active and supportive | [] | [] |
| d) Library is well behaved | [] | [] |

Q.18 What do you think about the infrastructure of the library?

	Yes	No
a) Library is quite spacious	[]	[]
b) The complete building has a good ventilation and lighting facility	[]	[]
c) The library is easily accessible to all user	[]	[]
d) The sitting arrangement in reading room is good	[]	[]
e) Library is well maintained	[]	[]

Q.19 What are the changes you want to see in your Library?

.....

.....

Date:

Place:

(Signature of user)

Thanks for your cooperation

Questionnaire for Librarian

Dear Sir/ Madam,

I am requesting you to kindly fill up this Questionnaire. The Topic of my Dissertation work Entitled **“PSYCHOLOGICAL BEHAVIOUR OF USERS IN CENTRAL UNIVERSITY LIBRARIES IN UTTAR PRADESH: A STUDY”** at Babasaheb Bhimrao Ambedkar University, Lucknow. The data provided by you will be kept confidential and will be used for research purpose only. I solicited you kind co-operation in this regards.

Thanking you.

Anand Prakash Shukla
M.Phil., Research Scholar
DLIS, BBAU (A Central University),
Lucknow, U.P.

Personal Information:-

- a. Name of the librarian:
- b. Qualification:

General Information:-

- a. Name of the library:
- b. Year of establishment:
- c. Website (If any):
- d. E-mail Address:
- e. Ph. No:

Q.1 Does your library provide different types of services?

Yes []

No []

If yes, Please go to the following below table:-

SERVICES	Availability	
	Yes	No
Electronic Services (database, e-journals, e-books)		
Circulation		
Book-bank		
Newspapers		
Reprographic Service (Photocopy, printout etc.)		
CAS		
Internet		
OPAC		
Reference Service		

Q.2 Does your library provide electronic Information services regularly? (Pl. tick)

1. E-mail []
2. Internet Chat []
3. OPAC []
4. CD. ROM Database []
5. Online database []
6. Electronic Journals []
7. Internet Inf. on www []
8. Any other(please specify)

Q.3 Does your library have the following facilities-

1. CD-Rom/DVD Driver []
2. CD/DVD Writer []
3. Scanner (B/W/Colour) []
4. Modem []
5. Barcode Reader []
6. Other, If any (Please Specify) []

Q.4 What types of barriers in development of library?

1. Lack of expertise in IT services
2. Lack of sources
3. Lack of knowledge about digitization
4. Any other (pl. specify)

Q.5 Which types of issues /problems you think are impeding the library efforts in developing expertise in the ICT application?

1. Lack of management []
2. Lack of funds []
3. Lack of consensus on areas in which library should specialize []
4. Any other(pl. specify)

Q.6 Do you attend any IT training programme?

1. Yes [] 2. No []

If no, How did you achieve expertise in IT Service?

1. Self-Study [] 2. Reading related articles []

Q.7 Have you conducted any training programme for library staff to the development of Library?

1. Yes [] 2. No []

Q.8 Have your library budget is sufficient for the development of library?

1. Yes [] 2. No []

Q.9 What equipments you have for developing digital collection?

Equipments	Yes	No
High end scanner		
Planned ordinary scanner		

Q.10 Please gives your valuable [Views/Suggestions] to make our dream come true of library:

Date:

Place:

(Signature of user)

Thanks for your cooperation