INFORMATION GATHERING TENDENCIES OF THE USERS OF LIBRARIES AND VISITORS OF MUSEUMS IN THE TRIBAL RESEARCH INSTITUTES, MINISTRY OF TRIBAL AFFAIRS, GOVERNMENT OF INDIA: A STUDY

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Abstract

Introduction:

Information need, Seeking and Uses are areas of fundamental concern to LIS professionals. During the past years or so, a considerable body of literature has been produced dealing with the information needs and seeking behaviour of both individuals and groups in a variety of contexts. "It is understood that information needs arise when an individual finds himself in a problem situation, when he or she no longer can manage with the knowledge that he or she possesses" (Talja 1992,). It is the information need that triggers information seeking which is caused by "uncertainty due to a lack of understanding, gaping meaning, or a limited construct" (Kuhlthau1993,). We, as individuals and groups, "repeatedly find ourselves in situations where information is needed, gathered, sought, organized, retrieved, processed, evaluated, and used" (Solomon1996,). Earlier studies have found that information seekers use a variety of formal and informal sources with varying emphasis from one discipline to another.

User means those who use a Library. There are various terms to represent 'user' like client, reader, customer, inquirer, member, visitor etc. The user is an important component in any information system without which an information system loses its whole purpose. Users Studies are starting to be recognized as an important part of information package. Information providers like the library need to be aware of their user's information requirements as well as their information gathering methods in order that they might be able to provide better services.

Collection development is a systematic planning and rational building of library material. Collection development is a plan which can be implemented and evaluated. The process involves three main aspects:

- Collection planning
- Collection implementation – process of making documents available
- Collection evaluation – examining and judging the relevance in relation to goals and objectives.

The core responsibility of Tribal Research Institutes are to function as a body of knowledge and research for development and preservation of tribal cultural heritage.

Information a vital commodity, an amorphous concept, less susceptible for a precise definition, but everyone has to deal with it in many ways throughout one‘s life. Indeed, Crawford (1978) has described information as the fifth need of human beings ranking after air, water, food and shelter. Information collection, transfer and use are all pervasive and universal activities in all walks of life. Information brings people and thoughts together. It is the exchange of ideas, news and data that makes a society what it is. Information is a very important element for the progress and development of any organization. Library is one of the key resource pools for the information. General libraries will have various types of information resources whereas the academic libraries are more concentrated on the education.

Information Gathering

Information gathering is a behavior of human activity like writing a memo, driving a car, talking on the phone. Since it is a behaviour, it is logical to propose that it stems from sources common to all behaviours. Psychologists try to determine why people need? What do they need? Why people behave differently and how do they behave? Librarians, though differently involved in observation of information- seeking behaviour, on professional as well as personal level, have paid little attention to the psychological reasons for such behaviour. The information seeking behaviour is used here to include all activities comprising information seeking, information gathering, and information retrieving and communication activities performed in the library environment.

Ways of getting the information by different users:

Different terminologies are being used like user studies, information-need studies, information-transfer studies, communication behavior studies, information seeking behavior studies etc without having a definite, clearcut definition for expression. All these phrases are closely related and often used synonymously. When looked at from the user ‘s point of view, information seeking behavior study is nothing but the study of flow of information among the users. The way used and adopted for

fetching the same information may vary depending upon the person trying that. It may depend on how he tries to analyse the piece of information he is having and also on how he interacts/approaches the information paths. In this study we are trying to understand the patterns of different categories of students like undergraduates/ graduates/postgraduates and researchers in diff categories and information system. This flow starts with purposes and motives and ends with satisfaction or dissatisfaction.

INFORMATION GATHERING OR INFORMATION SEEKING BEHAVIOUR: - HISTORY

The term "Information Seeking behavior" has been in the research literature since l950's. lSB is one of the most important researched topics of the user studies. Researchers carried out various studies in this area, with an objective to map the academics information use and preference pattern so as to enhance their information provision- Information seeking is a complex process carried out by human being for their development and manifested through a particular behavior. The process of information seeking is associated with various behavioral options. lt results from the recognition of some need experienced by the user. When a need for information is felt, users take appropriate steps to satisfy the need by resorting to different strategies and modes of action. Information gathering Tendencies can be viewed as the ways and means by which users gather information. ISB means the manner in which a user conducts himself in relation to a given information environment (Bavakutty, et al., 2007).

Information Seeking Behaviors is used to denote all activities comprising information seeking, information gathering, information receiving and communicating {Sridhar, I995). Information Seeking Behaviors refers to the information needs, use pattens and various modes of locating and searching information, evaluation and use of information by the user community. When an information need is felt user takes various routes to accomplish the need, for that -they may either consult published or unpublished documents or formal or informal sources or various types of information sources including electronic sources. Information seeking behavior refers to the strategies and actions undertaken to locate discrete knowledge elements (Kumar, 2004). ISB is broadly defined as the field composed of studies that are concerned with, who

needs what kind of Information and for what reason; how Information is found, evaluated and used; and how these needs can be identified and satisfied (Auster, I982).

OBJECTIVES OF THE STUDY

1. To identify the Information needs, its purpose, types of Information and communication channels used by the users of Tribal Research Institute's libraries.
2. To identify the Information needs, its purpose, types of information and communication channels used by the visitors of Tribal Research Institute's museums.
3. To assess Information value of Artefacts, Manuscripts, Objects.
4. To identify the barriers while the Information is explored by the users/visitors.
5. To determine the usage and level of satisfaction of users towards libraries resources, facilities and services.
6. To collect the basic Information about collections of libraries and museums.

SCOPE OF THE STUDY

The Tribal Ministry Government of India has been establishing research kind of organizations for the upliftment of Tribal community in India. The whole population of India is divided into four categories – SC (Scheduled Caste), ST (Scheduled Tribes), OBC (other Backward classes), General category. The India country as a whole has been divided into six major areas i.e. North Zone, Central Zone, East zone, West Zone, Southern Zone, North-eastern Zone. The Tribal Research Institutes can be enlisted zone-wise as follows: -

LISTS OF TRIBAL RESEARCH INSTITUTES

S. no.	State Name	Name	Year of Establis Hment
1	Andhra Pradesh	Tribal Research Institute **(Tribal Cultural Research &Training Institute, Visakhapatnam)**	2014
2	Assam	Assam institute of Research for tribal and Scheduled Castes (Guwahati)	1962
3	Andaman & Nicobar	Tribal Research Institute Andaman & Nicobar Tribal Research Institute (ANTRI), Port Blair	2014
4	Chhattisgarh	Tribal Research and Training Institute (Chhattisgarh State Tribal Research and Training Institute, Raipur)	2004
5	Gujarat	Tribal Research and Training Institute (Tribal Research and Training Institute, Ahmedabad)	1962
6	Himachal Pradesh	Institute of Tribal Studies (Institute of Tribal Studies, Shimla)	2008
7	Jharkhand	Tribal Research Institute (Dr. Ram Dayal Munda Tribal Research Institute, Ranchi)	1953 (undivided Bihar)
8	Jammu & Kashmir	Tribal Research Institute (Tribal Research Institute, Khimber Harwan J&K))	2016
9	Kerala	Kerala Institute for Research Training & Development studies	1971
10	Karnataka	Tribal Research Institute (Karnataka State Tribal Research Institute, Mysore Karnataka)	2005
11	Manipur	Tribal Research Institute (Tribal Research Institute Imphal, Manipur)	1988
12	Madhya Pradesh	Tribal Research & Development Institute (Tribal Research & Development Institute, Bhopal M.P)	1954

S. no.	State Name	Name	Year of Establis Hment
13	Maharashtra	Tribal Research & Training Institute (Tribal Research & Training Institute, Pune Maharashtra)	1962
14	Orissa	SC/ST Research & Training Institute (SC/ST Research & Training Institute, Bhubaneswar Orissa)	1952
15	Rajasthan	Tribal Research & Training Institute (Manikya Lal Verma Tribal Research Training Institute Udaipur Rajasthan)	1964
16	Tamil Nadu	Tribal Research Centre (Tribal Research Centre Udhagamandalam, Ooty Tamilnadu)	1983
17	Tripura	Tribal Research and Culture Institute (Tribal Research and Culture Institute, Agartala West Tripura)	1993
18	Uttar Pradesh	SC/ST Research & Training Institute (SC/ST Research & Training Institute, Lucknow Uttar Pradesh)	1972
19	West Bengal	Cultural Research Institute (Cultural Research Institute, Kolkata west Bengal)	1955
20	Sikkim	Tribal Research Institute ()	2016
21	Telangana	Tribal Culture Research and Training Institute ((Tribal Cultural Research & Training Institute, Hyderabad)	1963
22	Uttarakhand	Tribal Research Institute (Tribal Research Institute Haripur Nawada Dehradun Uttrakhand)	2016
23	Nagaland	Tribal Research Institute	2018
24	Mizoram	Tribal Research Institute (Tribal Research Institute, (rented building) Mizoram)	2018
25	Arunachal Pradesh	Tribal Research Institute	2018
26	Meghalaya	Tribal Research Institute (not yet Established state tribal research institute since 1953)	2018

To maintain the uniformity, the study has included two Institute from each zone on the basis of Highest and Lowest Tribal Population of that particular zone. On the basis of this the following Institutes has been covered for this study.

The scope of the study was 12 Tribal Research Institute under the ministry of Tribal Affairs, Government of India, India. which are as follows

North Zone

1. Manikya Lal Verma Tribal Research and Training Institute, Udaipur Rajasthan. (Highest Tribal Population 92.39 lakh)
2. Institute of Tribal Studies, Shimla (Lowest Tribal Population 3.92 lakh)

Central Zone

3. Tribal Research and Development Institute Bhopal Madhya Pradesh. (Highest Tribal Population 153.17 lakh)
4. Tribal Research Institute Haripur Nawada Dehradun Uttarakhand (Lowest tribal population 2.92 lakh)

East Zone

5. Scheduled Castes and Scheduled Tribes Research and Training Institutes. Bhubaneswar Odisha. (Highest Tribal Population 95.91 lakh)
6. Cultural Research Institute, Kolkata west Bengal (Lowest Tribal Population 52.97 lakh)

West Zone

7. Tribal Research and Training Institute, Pune, Maharashtra. (Highest Tribal Population 105.1 lakh)
8. Tribal Research and Training Institute, Ahmedabad Gujarat (Lowest tribal population 89.17 lakh)

South Zone

9. Karnataka State Tribal Research Institute, Mysore Karnataka. (Highest Tribal Population 42.49 lakh)

10. Kerala Institute for Research Training & Development studies, Kozihikode Kerala (Lowest Tribal Population 4.85 lakh)

North-eastern Zone

11. Assam Institute of Research for Tribals and Scheduled Castes Guwahati, Assam. (Highest Tribal Population 38.84 lakh)

12. Sikkim Tribal Research Institute, Sikkim (Lowest Tribal Population 2.06 lakh)

In south Zone instead of Andaman and Nicobar tribal research institute, Kerala tribal research institute is selected for the study due to geographical problem.

HYPOTHESIS

H_1 - Maximum number of users uses print material.

- H_2 - Most of the users are satisfied with the services and collection of Tribal Research Institutes' libraries.
- H_3 - Most of the visitors are satisfied with the services and collection of Tribal Research Institutes' museums.
- H_4 - Language and computer literacy are the major barriers for the users while they explore libraries resources.
- H_5- Majority of Tribal Research Institutes' libraries have rich collection on tribal culture and heritage to meet out the requirements of users.
- H_6 – Majority of Tribal Research Institutes'museums have rich collections of artefacts, manuscripts, objects, on tribal culture and heritage to assess their information value.

LIMITATIONS OF THE STUDY

The study was limited to the user of 12 tribal research institute, under the ministry of tribal affairs government of India, India.

METHODOLOGY.

Two structured questionnaires have prepared, one for users and another one for Librarians to collect data, keeping the objectives and research questions in mind. The questionnaires were administered on the target population.

Tribal research institutes are selected on the basis of highest and lowest population. The institutes which had highest and lowest population in zone are selected. Zones wise highest and lowest tribal population institutes are selected. In south zone instead of Andaman and Nicobar, Kerala was selected due to geographical problem.

- A survey method was adopted for this study.
- A questionnaire as a tool for data collection was used for study. Data were collected in offline mode only.
- Microsoft excel was used to analysis the data.

SIGNIFICANCE OF THE STUDY

- This study will help in revealing the actual present collection and services of tribal museums and libraries in tribal research institutes**.**
- This study will help to find out the rare collection of arts, artefacts, and manuscripts related to tribal community in tribal research institutes of India.
- This study will also reveal the problems faced by the staff of TRIs while preserving and maintaining the tribal cultural heritage.

Testing of hypotheses

- H_1 - Maximum number of users uses print material.

  The table 5.51 clearly indicates that print resources are used by (79%) of users while (72%) users us electronic resources, so maximum number of users uses print resources.

  Therefore, the hypothesis is accepted and proved

- H_2 - Most of the users are satisfied with the services and collection of Tribal research institutes' libraries.

  From the table 5.61, 5.66, the most of the users are satisfied with collection and services of libraries.

  Therefore, the hypothesis is accepted and proved.

- H_3 - Most of the visitors are satisfied with the services and collection of Tribal research institutes' museums.

  From the table 5.61, 5.63 the most of visitors are satisfied with the collection and services of museums.

  Therefore, the hypothesis is accepted and proved

- H_4 - Language and computer literacy are the major barriers for the users while they explore library resources.

  From the table 5.54, 5.69, Language and computer literacy are the major barriers for the users while they explore libraries resources.

  Therefore, the hypothesis is accepted and proved.

- H_5- Majority of tribal research institutes' libraries have rich collection on tribal culture and heritage to meet out the requirements of users.

  The Table 5.14 clearly indicates that the majority of tribal research institutes' libraries have rich collection on tribal culture and heritage to meet out the requirements of users

  Therefore, the hypothesis is accepted and proved

- H_6 – Majority of tribal research institutes' museums have rich collections of artefacts, manuscripts, objects are on tribal culture and heritage to assess their information value.

  The Table 5.9, 5.12, 5.14 indicates that the Majority of tribal research institutes' museums have rich collection on tribal culture and heritage that are very significant to meet out the requirements of users.

  Therefore, the hypothesis is accepted and proved.

FINDINGS

This study finds several results, and these are summarized as under various headings. On the basis of table analysis in the chapter 5 finding are following: -

Findings from Librarians and Museums Heads/ Curators responses

Libraries and Museums Collection

- Maximum number of TRIs have various types of rich collection in their libraries and museums.
- Purchase and gift/ donations are the main methods of collection development in libraries as well as museums.
- All TRIs libraries& museums have beginning of development of collection/ materials in libraries/ museums since establishment.
- Maximum number of TRIs libraries have rich collection regarding print formats and non -print formats of collection while museums have rich collection regarding natural/ original and non- print formats of materials.
- All TRIs libraries & museums have collection that has historical significance, cultural heritage, Indigenous, Aged – old traditions, costumes, knowledge.
- Publisher's catalogue (100%), book seller's catalogue (100%), authors bibliographies (80%) and book reviews (90%) are the tools used in most of the libraries.
- (80%) TRIs libraries(CRIK, SCSTRTRIB, AIRYSC, KIRTADS, KISTRIM TRTIA, TRIDIB, STRICMD) used AACR-2 as a classification scheme ,1 (10%) library used AACR-1 (TRTIP)and 1 (10%) (MLVTRIU) uses CCC as a Cataloguing scheme.
- 8 TRIs libraries (80%) (CRIK, SCSTRTRIB, AIRYSC, KIRTADS, KISTRIM, TRTIP, TRIDIB & STRICMD) uses DDC while 2 (20%) uses CC (TRTIA, MLVTRIU) as a classification scheme.

Library services

- Current Awareness Services (CAS) / Selective Dissemination Information (SDI) (80%), Newspaper clipping (100%), Internet (100%), User education

(100%), Furniture(100%), Reading Room services (90%), Printing (100%), scanning(100%), are the major services offered by most of TRIs libraries.

Resources sharing

- The resource sharing among libraries of TRIs, performed through Inter-Institutional Exchange (60%), resources sharing (70%), networking (60%), consortia (20%), While in museums Inter- Institutional exchange (40%), resources sharing (50%), networking (50%), consortia (0%).

Preservation and Conservation Techniques

- All TRIs libraries (100%) use making storage environment conducive, maintaining friendly atmospheric condition, following traditional methods, taking pest control measures, Regular vigilance and cleanliness preservation and conservation techniques while (70%)TRIs libraries performed dehumidification and (60%) deacidification.

- TRIs museums performed function to making storage environment conducive (90%), Maintaining friendly atmospheric condition (90%), Following traditional methods (90%), taking pest control measures, regular vigilance and cleanliness preservation and conservation techniques (100%), Dehumidification (50%) and (30%) Deacidification

- All libraries (100%) use repair, restoration and maintenance technique, proper treatment of fragile materials, stain removal, and digitization, while fumigation technique is used by only 4 (40%) libraries, Reformatting technique is used in only 6 (60%) libraries, Microfilming technique is used by only 3 (30%) libraries, digital archiving techniques is used by 6 (60%) libraries.

- All TRIs museums (100%) uses repair, restoration and maintenance technique and stain removal while proper treatment of fragile materials (90%), fumigation technique (60%), use of recommended chemicals (50%), reformatting(40%), microfilming(50%), digitization(70%), digital archiving(40%.) by TRIs museums .

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Infrastructure of Libraries /Museums

- Infrastructure for smoothly management of libraries, only 5 (50%) libraries have trained and skilled staff, (30%) libraries have sufficient other supportive staff, hardware requirements are sufficient in 8 (80%) libraries, (70%) libraries have desired software, (80%) libraries sound financial support, building and furniture is sufficient in only 6 (60%), tools and requisites for conservation (50%) ICT gadgets (70%), Other supportive staff is sufficient in only (10%) libraries.

- Infrastructure of museums only 4 (40%) museums have trained and skilled staff, (30%) libraries have sufficient other supportive staff, hardware requirements are sufficient in 4(40%) museums, (50%) museums have desired software, (80%) museums sound financial support, building and furniture is sufficient in only 5 (50%) museums, tools and requisites for conservation (60%) ICT gadgets (50%), Other supportive staff is sufficient in only (30%) museums.

- Problems encountered by museums in its overall managerial affairs, in which building space problem is extremely very high in 7 (70%) museums, high in 0 museums, medium in 2 (20%), and low in 1(10%) museum. Manpower problem is extremely very high in 8 (80%) museums, high in 1 (10%) museum, medium in 1 (10%), and low in 0 museum. Budget problem is extremely very high in 2 (20%) museums, high in 3 (30%) museums medium in 2 (20%), and low in 3 (30%) museums. Collection development problem is extremely very high in 3 (30%) museums, high in 2 (20%) museums, medium in 3 (30%), and low in 2 (20%) museums. Preservation problem is extremely very high in 3 (30%) museums, high in 1 (10%) museum, medium in 5 (50%), and low in 1 (10%) museum. Conservation problem is extremely very high in 3 (30%) museums, high in 1(10%) museum, medium in 4 (40%), and low in 2 (20%) museums. Digitization of rare materials problem is extremely very high in 4 (40%) museums, high in 0 museum, medium in 2 (20%) and low in 4 (40%) museums. Building of institutional digital library problem is extremely very high in 4 (40%) museums, high in 2 (20%) museums, medium in 2 (20%), and low in 2 (20%) museums. Service delivery problem is extremely very high in 4 (40%)), high in 1

(10%) museum (SCSTRTIB), medium in 1 (10%) and low in 4 (40%) museums.

- The problems encountered by libraries in its overall managerial affairs, in which building space problem is extremely very high in 6 (60%), high in 2 (20%) libraries, medium in 2 (20%), and low in 0 libraries. Manpower problem is extremely very high in 8 (80%) libraries, high in 1 (10%), medium in 1(10%). Budget problem is extremely very high in 1(10%) library, high in 2 (20%), medium in 3 (30%), and low in 4(40%) libraries. Collection development problem is extremely very high in 2 (20%) libraries, high in 3 (30%) libraries, medium in 3 (30%), and low in 2(20%) libraries. Preservation problem is extremely very high in 2 (20%) libraries high in 2 (20%) libraries), medium in 6 (60%), and low in 0 libraries. Conservation problem is extremely very high in 4 (40%) libraries, high in 0 library, medium in 5 (50%), and low in 1 (10%) library. Digitization of rare materials problem is extremely very high in 3 (30%) libraries, high in 1 (10%) library, medium in 2 (20%), and low in 4 (40%) libraries. Building of institutional digital library problem is extremely very high in 2 (20%) libraries high in 2 (20%) libraries, medium in 4 (40%), and low in 2 (20%) libraries. Service delivery problem is extremely very high in 3 (30%) libraries, high in 1(10%) library, medium in 4 (40%), and low in 2 (20%) libraries.

Safety and Security measures

- (90%) of TRIs libraries have safety and security measures on collection preservation for environment factor while, biological factors (60%), chemical factor (50%), disastrous factor (50%).
- (80%) of TRIs museums have safety and security measures on collection preservation due to environment factor while, biological factors (50%), Chemical factor (60%), Disastrous factor (50%).

Libraries and Museums Users

- All (100%) libraries and museums (100%) asses users need, studies on collection use method are adopted by 8 (80%) libraries. User's survey method (60%), and feedback method (20%) libraries. while. studies on collection use method are adopted by 8 (80%) museums.

User's survey method (70%), and feedback method (20%) is museums.

- Types of users in which all 10 (100%) libraries have faculty members, research scholars, P.G. students, while, old age people are members in only 3 (30%) libraries.

- The all (100%) TRIs museums have faculty members, research scholars, post graduate students as their users. The TRIs museums have some other types of users like school students, foreigners, old age people.

FINDINGS FROM USERS' RESPONSES

Types and Number of Users

- The total number of users are 262. In which 201 (76.7%) are students, 8 (3.1%) are lectures, 0 reader, 3 (1.1%) professors, and 50 (19.1%) visitors are among the respondents.

- User's responses from each TRI are 262, out of which 34 (13%) users from CRIK, 21 (8.0%) from SCSTRTRIB, 14 (5.3%) from AIRYSC, 26 (9.9%) from KIRTADS, 31(11.8%) from KISTRIM,30 (11.5%) from TRTIP, 38 (14.5%) from TRTIA, 22 (8.4%) from MLVTRIU ,18 (6.9%) from TRIDIB and 28 (10.7%) from STRICMD.

Age wise distribution of respondents

- Age wise responses of users are, (45%) of users are from age group 18-25, (29%) from age group 26-35, (15.3%) users from 36-45, (8.0%) users from 46-55, and (2.7%) user is from 56 above age group. The highest number of users are (45%) from age group of 18-25 and lowest is (2.7%) from 56 and above age group.

Gender wise responses

- 57.7% users are male and 42.2% are female users.

Purpose of seeking information

- The highest number of users (95%) uses libraries and museums for carrier development. While lowest are (3.4%) for writing paper in conferences.

Frequency of visits

- The highest number of users everyday visits libraries are (58.8%) and lowest user visits are (5%) which occasionally visits. The highest visits to museums are (44.7%) and lowest visits are (3.4%) that is once in a month.

Time spent in Libraries and Museums

- The highest number of users (47.7%) spent up to 1 hour and lowest is below 30 minutes and 4-5 hour in case of libraries. While in case of museums the highest number of users are (59.9%) spent up to 1 hour and lowest is 7-8 hour (0).

First visit

- (10.3%) users, first time visit the library while (89.7%) users are not first time visiting the libraries. In case of museums (42.2%) users first time visits the museums while (58.0%) are not newcomer.

Source told about Museums and Libraries

- The highest number of users (63.7%) know through friends about libraries and (70.6%) users about museums and the lowest is (1.1%) user through tour Boucher (libraries) & (6.5%) through random visit (museums).

- The highest number of users i.e. (90.1%) frequently search on internet when they need information while (7.0%) users, sometimes uses guides and references books to find information (lowest).

Preferences to Libraries and Museums to find information related to task

- The users' preferences to libraries and museums to find information related to their task i.e. (75.4%) users in case of libraries & (68.0%) in case of museums prefer libraries and museums to find related information related to their task.

Factors effect selection of a resource

- The highest number of users (91.6%) selects a resource on the base of date of publication and lowest (10.7%) on the basis of others opinion.

Language preferences

- The highest preference is given to local language i.e. (90.8%) and least preference is given to Hindi (48.5%) by the users.

Mediums to locate resources

- The maximum (76.3%) users prefer new arrival list and (13.4%) (lowest) users prefer catalogue card to locate resources.

Most preferred format to gather information

- The highest number of users i.e. (80.1%) users prefer print format to gather information while lowest (44.6%) users preferred audio to gather information.

Purposes of using Print Format

- The highest number of users i.e. (78.6%) uses print format for the preparation of class assignment and lowest i.e. (0%) for collection of bibliographical references for classroom task.

Preferences to print format over other formats

- The highest number of users i.e. (90.4%) users prefer print format over other format because it is available in organised way in the libraries and lowest (52.6%) because it is reliable source of record.

Reasons for infrequent information seeking from libraries/ museums

- The highest number of users. i.e. (56.1%) told that the other resources are sufficient is reason behind the infrequent information seeking form libraries and museums. And lowest (24.6%) that the unpleasant environment is the reason behind infrequent information seeking form libraries and museums.

Electronic resources

- The highest number of users (34.7%) give first priority to title wise search strategy to search electronic resources and lowest is (6.5%) author wise.
- The highest number of users i.e. (88.5%) unable to use e- resources because lack of familiarity with e- resources. and lowest is (63.7%) due to lack of cooperation with library staff.

Use Online Public Access Catalogue (OPAC)

- (35.9%) users have used OPAC out of which (78.7%) users face difficulties while using OPAC.
- The highest number of users overcome OPAC difficulty by taking the help of library staff and lowest by using other techniques i.e. (22.34%).

Source gives information about website/resources

- The highest number of users i.e. (74.4%) first rank to colleagues and friends and lowest i.e. (8.4%) gives fifth rank to newspaper for the sources gives information about website/resources.

Behavior of staff Libraries and Museums

- The highest number of users. i.e. (31.6%) rated library staff behaviour as average. And lowest (17.2%) fair while in museum the highest no of user is (42.6%) rated average and lowest is (15.2%) as excellent.

Satisfaction with collection of Libraries/ Museums

- Satisfaction with the collection of libraries and museums i.e. (26.7%) users are satisfied and (73.3%) are not satisfied.
- The highest number of users (100%) are satisfied with the print collection of newspaper while lowest are (69.8%) users satisfied with the collection of sculptures in libraries and museums.
- The highest number of users i.e. (86.2%) are satisfied with non-print collection of e-books while lowest are with CD ROMS (61.0%).

Usage of services of Libraries / Museums

- The highest number of users (83.9%) using printing service of libraries and museums while lowest (3.4%) users using translation service.
- The highest number of users are that is (91.2%) are rated positive as email service while lowest are inter library loan service (31.2%).

Libraries infrastructure

- The highest number of users (89.4%) are satisfied with libraries timing while lowest are (44.3%) users are satisfied with computer lab.

Computers or Internet services

- (89.3%) users use computer and internet to find required information in which (79.5%) users faceses problem in using computer and internet.
- The highest number of users i.e. (89.8%) facing problem due to lack of familiarity with computer and internet while lowest are (30.1%) due to lack of cooperation with libraries staff.
- The highest number of users i.e. (89.3%) do not use computer because lack of guidance while lowest are (75.0%) due to lack of knowledge of computer/ internet.

Difficulties/problems while seeking required Information

- The highest number of users i.e. (85.1%) always faces difficulty while seeking required information because of interdisciplinary nature of literature and lowest are (13.4%) due to information is not readily available.

SUGGESTIONS

The suggestions are given on the basis of the analysis of the responses from the users and Librarians/Museums' Heads of the Tribal Research Institutes. The views, opinion and recommendations put forward by the respondents, Librarians/Museums' Heads and the personal observation & interpretations of the researcher during the research work inspires her, to purpose some suggestions and recommendations in order to meet the information requirements of the TRI users/people effectively, efficiently and to improve their information seeking experiences.

1. Now a days, there has been an increasing trend that the people are depended on the internet rather than libraries/ museums for gathering information. Remote access efforts must be taken by the TRIs libraries & museums professionals to attract the information seekers towards the Libraries & Museums and to make the non-users to active users by introducing more modern services.
2. It has been emerged from the study that TRIs users are facing difficulties while seeking information due to low level of information literacy skills. Efforts must be made by the librarians/ museums heads/curators to improve the thus their information gathering skills.

3. Libraries may conduct periodical comprehensive users' studies among the user communities so that the problems faced by users regarding their information requirements must be understood and solved.
4. Proper orientation program to introduce the subject specific resources may also be conducted for the benefit of the users form different subject backgrounds.
5. The membership process and duration need to be changed for users of some libraries (KIRTADS).
6. The balance approach for strengthening learning of resources in all formats with an emphasis on e- resources is the need of the hour.
7. Libraries and museums of TRIs must be enriched with more Libraries and Museums professional skilled staff.
8. The libraries and museums must be provided latest equipment/ computer peripherals.
9. More space must be allocated to Libraries and Museums.

CONCLUSION

Research in Information Gathering Tendencies and Users' Satisfaction enable the Libraries/Museums to evaluate and realign resources and services according to users' requirement. This study answered some necessary questions for the TRI Libraries/ Museums with current data on their targeted users' population which should be used to make management decisions about collections services, information, formats, uses of resources, Users' education and libraries physical environment.

The Libraries and Museums should conduct survey on information gathering tendencies at a regular interval to develop effective User- Centered Libraries/ Museums information services.

LIMITATIONS OF THE STUDY

The study was limited to the 12 Tribal Research Institute, under the Ministry of Tribal affairs Government of India, India. The Researcher has put extra efforts through personal visit for gathering data to make this study successful. To collect data from the

users/visitors was another challenge, as the users and visitors are not regular and registered users to the Libraries and Museums.

AREAS OF FURTHER RESEARCH

1. Studies on the topic "*Information Gathering Tendencies of the Users of Libraries and Visitors of Museums in the Tribal Research Institutes, Ministry of Tribal Affairs, Government of India: A Study*" can also be conducted in other TRIs institutes not included in this study.

2. Future studies on the topic "*Information Gathering Tendencies of the Users of Libraries and Visitors of Museums in the Tribal Research Institutes, Ministry of Tribal Affairs, Government of India: A Study*" could identify which barriers occur at which stages in the process of seeking information and how these barriers can be resolved.

3. Another study on the topic "The Evaluation of use of Electronic Resources and services *in the Tribal Research Institutes Libraries, Ministry of Tribal Affairs, Government of India: A Study*" could evaluate available electronic resources in TRIs in terms of coverage as well as online availability and accessibility of these resources.