

The Information Needs And Seeking Behaviour: A Study On Faculty Members Of Andhra University, Visakhapatnam

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ABSTRACT

The 21st century witnessed that the concept of Information Needs and Information Behaviour is predictable as a vivacious foundation requisite for the change and expansion of people in the technological era. The word information needs are frequently cast off and comprehended as people craving to trace and acquire information needs and behaviour to satisfy either conscious or unconscious requirements and desires. It is necessary to become a basic need to survive in our daily life activities. The information needs and behaviour is the currently preferred term used to describe the many ways in which society interacts with information, in specific, the ways in which people pursue and apply the information. It will help in avoiding the crude method or replication of any research study. It is also the motive and stimulate the hypotheses and thought process of the researchers and any users, particularly the faculty of universities and colleges. It is highly necessary and mainly to help the library sciences for development of all other sciences and keep them in the current scenario. There are three important categories i.e., the topic, the domain and the purpose are the participants intended to use the useful information.

The current study focuses on the information needs and seeking behaviour of faculty members of Andhra University, Visakhapatnam. The researcher selected and used a questionnaire instrument for evaluating the opinion of university faculty members regarding information. The data collected from the 90 faculty members are selected as sample respondents and collected data statically analysed. The study reveals the facts and found that teeming information, low internet speed, and poor support from the library technical staff and departmental staff while researchers seeking information.

Key Words: Information Needs; predictable; comprehend; replication; hypotheses; scenario; participants; questionnaire; evaluating.

Introduction: The term information has been derived from two Latin Words “Formatio” and

“Forma”. Information was also Latin synonym for ‘News’. Information is heard to define and it continuous to be defined variously. In the context of information technology, information is increasingly viewed as a message. Because it is transmitted by the act or process of communication. According to the Oxford English dictionary, “Information is facts or knowledge provided or learned”. Shah pointed that “Information is power and it is a life saver for any venture”. Reitz defined “Information as all the facts, conclusions, ideas, and creative works of the human intellect and imagination that have been communicated, formally or informally, in anyform.”

The concept of “information behavior” was coined in the late 1990s, but it traces its roots to the concept of “information needs and uses” that arose in the 1960s. In the beginning of 1980’s, researchers began to realize that questions in information needs, seeking and use could not be seen only from the systems point of view. The user of the information needs came into focus and research in cognitive science was applied in the studies. The term “Information Age” has been used to represent the impacts of Information and Communication Technology (ICT) on every facet of life. And it has mentioned that the twentieth century witnessed an “information explosion” owing to the exponential growth of printed material every minute at the global level. The growth rate of publications are more in science and technology than that of social sciences. The word Information explosion describes the rapidly increasing amount of published information and the effects of this abundance of data. Information overload refers to the state of having too much information to decide or remain informed about a topic.

The present study was confined to the information needs and seeking behaviour of faculty members of Andhra University, Visakhapatnam. It plays a vivacious role in increasing the academic and literacy rate in the state. The university introduced innovative methods in teaching, evaluation, research, and outreach programs. It provides an environment conducive to learning and development. The faculty members are well qualified and ready to always render their service. The libraries attached with the Andhra University are well equipped and up-to-date. Tomake best use of information sources and services of the library, it is indispensable to conduct a user study. This study is an effort to analyze the strength and weakness of the library.

The information needs of the users of libraries of all university colleges have become complex and problematic due to the tremendous publications and interdisciplinary researches that are being promoted at the level of higher education. The librarians working in these institutions should pay paramount importance to acquire appropriate and need based literature in those subjects to the utmost satisfaction of their academic staff and students. In this critical situation, librarians should have a clear understanding of their users’ needs and their information seeking behavior. Unless the needs are precisely determined, it is difficult to satisfy their requirements and develop an appropriate information system. Hence, identifying information needs and determining information seeking behavior of university faculty is the crux of the problem for development of libraries and information systems.

Academic libraries in Andhra University are prominent information organizations and play

a central role in fulfilling the information needs of users of professional disciplines. The use of technological information emanating from these libraries contributes not only to countrywide development but also to the technical manpower development in all fields. Faculty in Arts, Science and Engineering subjects need constant updating of latest information in their respective field of interest. Latest information in their subjects enables them to support their teaching needs and myriad research requirements. In order to make the research and teaching effective, the faculty need right information sources to consult that are only available in the libraries. A good researcher or faculty always consults different information sources other than project records and text books. Even faculty need text books of different authors and publishers which may not be possible on one's part to procure at personal level. Many disciplines are special branches of professional knowledge which frequently require updating by a faculty. Here the library acts as the facilitator and provider of need-based information to such highly intellectuals and academicians.

The present period is considered a scientific era of information and quality of learning is based upon adequate information. Libraries provide information through their resources and services. Hence, academic libraries are playing a dynamic role in shaping a future generation by providing required information to faculty. Information is the primary agent of action and technical and social change. It reduces entropy by increasing certainty and decreases the number of choices before us for better judgement. A person seeks information to make sense of the world, get across a barrier, solve a problem and to fill the gap in the knowledge. Information must be integrated with knowledge to be used and applied appropriately. It means that information needs knowledge and experience to solve problems.

The information needs and seeking behavior:

Information is needed because it effects on people survives and need information to obtain answers to specific questions. Information needs arise when a person recognizes a gap in their state of knowledge and wishes to resolve that anomaly-an anomalous state of knowledge. Information represents an ordered reality about the nature of the world people live in. It is a cognitive experience that represents gaps in the current knowledge of information users. An information need is inherently subjective and occurs only in the mind of the seeker, making all the approaches problematic. A need is a psychological construct, closely related to other constructs such as motivations, beliefs, and values. Needs cannot be observed by a researcher or librarian much less by an automated "intelligent agent." Only indicators or signs of needs are observable. The term information seeking behavior has been used in the research literature since the 1950's. Thereafter it took several decades for the subject to be presented as a major field of study. Some of the most important studies of information behavior include: Ellis' behavioral model of information searching strategies, Kuhlthau's information search process, and Wilson's problem-solving model.

Information seeking behavior refers to those activities a person engages in when identifying his or her own need for information, searching for such information in any way and using or transferring of information. Information behavior is the totality of human behavior in relation

to the sources and channels of information, including both active and passive information seeking and information use. Thus, it includes face to face and online communication with others as well as the passive reception of information. Information seeking behavior involves personal reasons for seeking information, the kinds of information which are being sought and the ways and sources with which needed information is being sought. Information seeking behavior is expressed in various forms, from reading printed material to research and experimentation. Scholars, students, and faculties actively seek current information from the various media available in libraries, for example encyclopedias, journals and more currently, electronic media. Abels (2004) mentioned that the frequency of use of the 'internet' in the 21st century had greatly increased. At the same time, expenditures on monographs showed steady increase. The library, therefore, is the most widely used source of information available to literate societies. The librarian should be aware of what kind of information is being sought and how it can be obtained. Due to the rapidly escalating cost of purchasing and archiving printed scholarly journals and electronic media, the library has the duty to provide and maintain efficient services.

Information needs of University Faculty:

Information is crucial for a nation's development. The development of any nation is not possible until and unless the information is made available at the door steps of those who need, preferably free of cost. People like policy makers, planners, economists, farmers, teachers and research scholars, doctors, engineers, librarians etc. require information for their occupational and day to day activities. No matter whether they are in office, or at home, in college, in the rural areas, they all need information either directly or indirectly. Students as the largest chunk of library users need information in their daily life. Post-graduate students in universities need it information and course materials for their all-round development which is obtained from the resources of the library.

Information seeking behaviour of University Faculty:

Information seeking behaviour is an area of active interest among the information scientists, academicians, scientists, sociologists, researchers, and psychologists. Information seeking habits result from the recognition of some need, perceived by the user, who consequently makes demands upon formal systems such as libraries, information centers, online services, or persons to meet their information needs. Information systems exist to enhance the flow and utilization of information and augment the information processing function of man in reaching rational decisions in day-to-day life. The research scholars may seek the required information by referring books, browsing periodicals, consulting abstracting and indexing periodicals, consulting colleagues and friends. They also seek information from teachers, senior research scholars, post-doctoral fellows, and information centers. They also seek information through seminars, conferences, workshops, symposiums, etc. Most of the information is sought by the research scholars from the sources and services of the library in which they are the users.

Literature Review

Review of related study helps the researcher to develop clarity and comprehension. The findings of the earlier studies would guide the researcher in setting the hypotheses and

objectives and enable them to evaluate the validity of the findings.

A literature review is a text of a scholarly paper, which includes the current knowledge including substantive findings, as well as theoretical and methodological contributions to a particular topic. Literature reviews use secondary sources, and do not report new or original experimental work. Also, a literature review can be interpreted as a review of an abstract of an accomplishment.

Sonia Kumari et al (2013) conducted a study on the information needs and information seeking behaviour of teachers of NIT, Kurukshetra. The study revealed that teachers were least concerned with government documents, dissertation/thesis, and proceedings of conferences as sources of information.

Mutafa, Che Su (2012) conducted a study on information seeking behaviour of faculty members of university in Malaysia and Nigeria. The findings revealed that the Internet is considered increasingly as a crucial information resource for the faculty members. The findings of the study indicated a positive relationship between the three variables under study in the two countries.

Jayadev Kadli (2011) investigated the information seeking behaviour of the faculty members of Commerce Colleges in Mumbai in the changing ICT environment. The findings of the study showed that the faculties needed information on print as well as in electronic form even in changing ICT environments. It is observed that too much information on the internet is the problem often faced by users. They required information search skills to use online resources effectively.

Prabakaran (2010) studied the information access patterns of faculty in Arts and Science colleges in Chidambaram. The study was based on data collected from the arts and science teaching community using a questionnaire. Most of the respondents were not satisfied with the library catalog as a means of information retrieval.

Khan & Shafique (2011), conducted a study based on the information needed and seeking behavior of college faculty members at Bahawalpur.

Anmol (2021) conducted a quantitative study on information needs of the faculty members of degree colleges in District Karak. Major constraints in college libraries were poor internet and insufficient computers.

Gordon, Meindlb, Whitec and Sziget (2018) conducted a qualitative study on information seeking behavior of academic chemists.

Thabah and Hazarika (2017) surveyed Morigaon District Colleges with the aim to investigate the exact nature of resources used by teachers for seeking information. The study found that teachers need information for class lectures and despite having access to modern information sources, printed form is still preferred.

Paliwal, Sharma, and Bhardwaj (2016) revealed that faculty members often sought information for preparation of lectures and research. The Internet was used for searching for electronic resources.

Azadeh and Ghasemi (2016) observed that most teachers of Payame Noor University (PNU) of Mazandaran, Iran, sought information for publication of articles.

Kundu (2015) on the Teachers in General Degree Colleges (GDC) and Teachers' Training

Colleges affiliated to Bangal University. The study recommended that libraries should reform their sources and services in terms of internet facilities and modern equipment's.

Hussain and Ahmad (2014) at college of engineering in Riyadh found that the ratio of library usage among students was more than the teachers because they were more likely to use electronic information services.

Shehzad and Khan (2015) conducted a study to find out key trends in seeking behavior of the teaching community in college university Lahore. Results showed that teachers sought information through conversation with experts for their teaching purposes.

Farid, Abiodullah and Ramzan (2013) compared the information seeking pattern of medical teachers serving in government and private colleges. Focus of the study was to examine the difference in seeking behavior of both groups.

Khan and Bhatti (2012) surveyed the information needs and seeking behavior of law faculty members of University of Peshawar and its affiliated law colleges. The study revealed that most of the respondents showed dissatisfaction regarding the sources, resources, services, and facilities provided by the law colleges' libraries.

Khan and Shafique (2011) conducted a survey of Government colleges located in Bahawalpur. Results of the study revealed that most faculty members sought information for lecture preparation, enhancement of personal competencies and current awareness.

Nirupma Chohda. and Neeru Gupta. (2017) made a study on the Use Pattern and Seeking Behaviour of Students in National Institute of Technology, Jalandhar, India. The result indicated that both print and electronic e-journals are highly preferred by students but access them in other places than departmental libraries. The study will be useful for the academic librarians in improving the shortcomings of their institutes and will procure the required e-journals for their Institutes.

Ali Amour El-Maamiry. (2017) investigated the information seeking behaviour, which is considered as a human behaviour to search for information in a purposeful way to find the gap.

Hemantha Kumar G.H. (2017) studied the information pertaining to the research methodology, population, sample, data collection and analysis. This article reviews the literature on the information seeking behaviour.

Ajay Kaushik. (2016) carried out a study on Information Seeking Behavior of Faculty of YMCA University. The present study attempts to understand Information Needs and Information Seeking Behavior of faculty YMCA Faridabad (India). The present era is called the "Information era." Information has become the most important element for progress in society. We can reorganize the educational system and redefine scientific research only with the help of information.

Scope of the Study:

The present study is proposed to bring within its confines the faculty of Andhra University and their use of libraries, information requirements, information and communication behavior, their approach to information, the extent of their awareness of information systems and services in comparative analysis. The study is undertaken to explore the information needs and information seeking behaviour of faculty and their perception on information needs and seeking behaviour in the surveyed Andhra University to find the ways and means to promote

the existing system.

It is imminent at this time to make such a study to identify the information requirement and behavioral approaches of the Andhra University faculty so that the development of libraries attached to those three colleges can be made. With the latest development of Information Communication Technology (ICT), the process of information systems and services has become extremely demanding. Access to information, knowledge and technology are crucial ingredients for the users and librarians alike. Therefore, how the libraries in the electronic age are accessed and used by the users' community needs to be constantly evaluated.

Methodology:

Methodology plays a crucial part in every social science research. The present study employed a survey method for collection of data. A structured questionnaire designed for the purpose was administered among faculty members. The data for this study was collected using questionnaires among the faculty members of the Andhra University, Visakhapatnam. The researcher consulted a group of experts and modified the questionnaire based on their comments. A questionnaire containing both open-ended and closed questions were prepared and distributed to one hundred fifty. The faculty members were requested to fill in the questionnaire given to them. The responses received from ninety faculty members were tabulated and subjected to further statistical analysis. These are also constructed based on the objective of present study. All the data was tabulated and analyzed with the help of SPSS software and M.S. Excel.

Objectives of the Study:

The library and information science are meant to satisfy the information needs of users and specialize in different disciplines. With a view to fulfilling information needs of the user, the present study is conducted with the following's objectives.

1. To find out the information sources used by faculty for seeking information.
2. To evaluate the purpose of information, the need of university faculty.
3. To categorize the information source available to university faculty.
4. To find out the determination of using the internet for academic purposes.
5. To establish the various information websites used by university faculty.
6. To recommend improvement over the existing information system.

Research Questions

In order to achieve the objectives, following research questions are framed.

1. What is the information needs and seeking behavior of the university faculty members?
2. Which types of sources are preferred by the university faculty in satisfying their information needs?
3. What types of methods are used by the faculty for seeking their needed information?
4. What kind of problems are faced by the university faculty members

while using their university libraries?

Population of the Study

In the present study, the investigation attempts to understand the information needs and information seeking behavior of Andhra University, Faculty. For this matter Arts, Science and Engineering colleges of Andhra University have been selected for the study.

Research Design:

The study is based on the questionnaire survey, prepared after reviewing the related literature. The questionnaire contained both open and close ended questions. Respondents included only the faculty members of Andhra University. A questionnaire containing both open-ended and closed questions was prepared and given to the 90 faculty members of Andhra University. Faculty members were requested to take part in the survey from the three University colleges selected stratified random sampling method for the purpose of collecting the data. The list of the colleges is as follows: Engineering, Arts, and Sciences. The selected sample responses received from Ninety faculty members. The responses received from a total fifty-three Assistant Professors, ten Associate Professors and twenty-seven Professors. The questionnaires were distributed to the faculty members by the researcher personally to ensure the reliability of the research.

Statement of the Problem

The faculty members are involved in class preparation, lecturing, publishing of papers and attending/presenting papers in conferences. Hence, they need information regarding the current developments in their specific subject field. Overflowing of information and its availability in various channels and formats were the problems faced by the faculty members while seeking information. In order to satisfy the specific needs of the respondents, the librarian should find out the ways of fulfilling it. In this situation, a user study is indispensable to study the strength and weakness of the existing resources, to enhance the efficiency and effectiveness of the services and to introduce new systems in the library to accommodate the various needs of the library users. This investigation is an attempt to assess the information needs and modify the retrieval techniques followed by the respondents and dissemination process of the library.

Purpose of the Study

The purpose of this study is to find the answers to the following questions:

1. To seek the information needs for the sample
2. To consider the purpose of seeking information by the sample
3. To find out the various sources and channels of information used by the sample
4. To examine the problems faced by the sample while information seeking and using information
5. To study the extent of use of library services by the faculty members

Hypotheses

1. There is no significant relationship between the availability of the resources in the library and the information needs of the respondents
2. There is no significant relationship between technology and users of the library
3. There is no significant relationship between information retrieval and information seeking behaviour of the sample
4. There is no significant relationship between quality of services rendered by library and usage of the library

Statistical Analysis

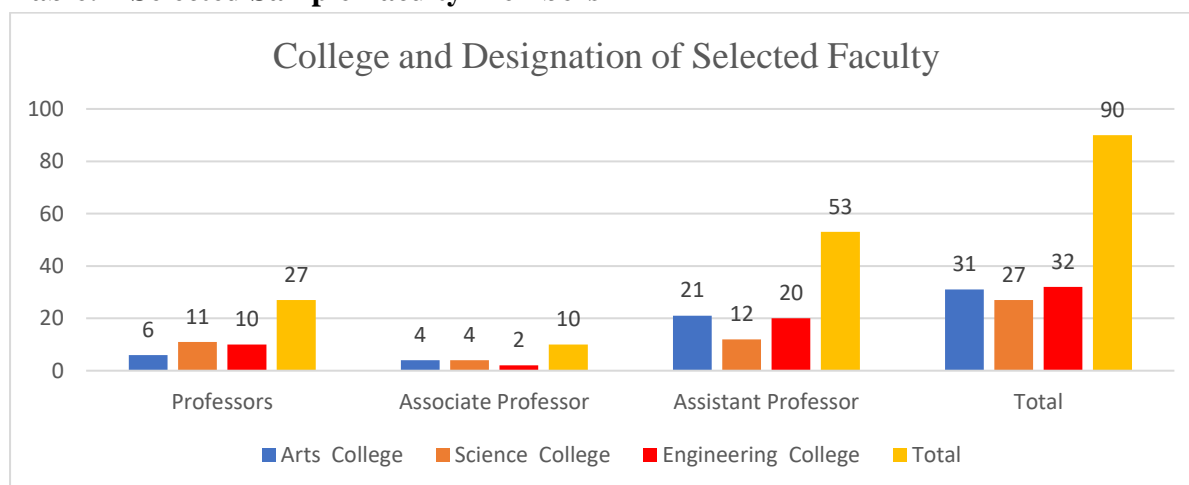
Information Needs of Faculty members

This study is an endeavor to identify the information needs and information seeking behavior of the faculty members. The questionnaire is designed to collect information regarding the users' approach to information, barriers encountered, information needs, purposes of seeking information, resources and services of the library. The extent of satisfaction of the users regarding the available resources in the library is shown in Tables:

Table: 1 Selected Sample Faculty Members

	Arts College	Science College	Engineering College	Total
Professors	6	11	10	27
Associate Professor	4	4	2	10
Assistant Professor	21	12	20	53
Total	31	27	32	90

Table: 1 Selected Sample Faculty Members



The results portrayed the monumental contribution of Assistant professors in the study. Among 90 respondents 59 per cent were Assistant professors followed by 30 per cent

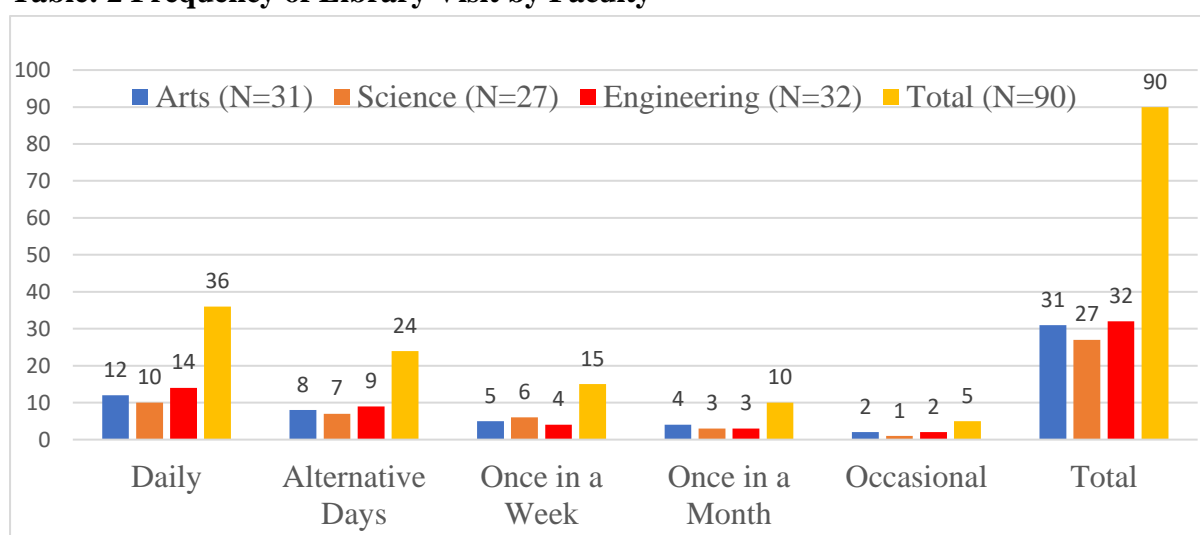
full professors. And Associate professors only 11 per cent participated in the whole population study.

Table: 2 Frequency of Library Visit by Faculty

A question has been asked to the respondents to know their frequency of library visit. The replies given by them are shown in Table:2

Frequency Days	Arts (N=31)	Science (N=27)	Engineering (N=32)	Total (N=90)
Daily	12	10	14	36
Alternative Days	8	7	9	24
Once in a Week	5	6	4	15
Once in a Month	4	3	3	10
Occasional	2	1	2	05
Total	31	27	32	90

Table: 2 Frequency of Library Visit by Faculty



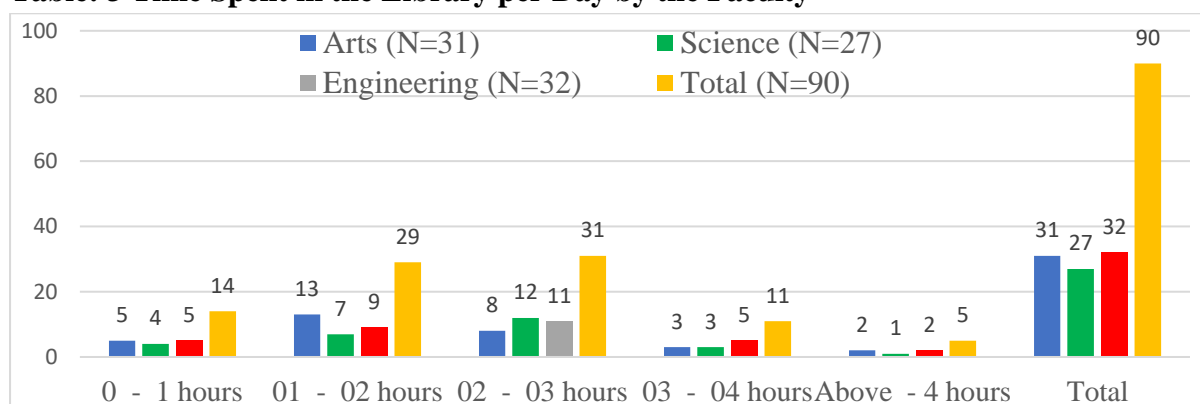
It is obvious from Table 2. Indicate that the majority of the respondents out of the 90 faculty sample members nearly 40 per cent visit library daily followed by 27 per cent Alternative days and Once in a Week 17 per cent, Once in a Month only Eleven percent and remaining of them nearly 6 per cent are visited library Occasionally.

Table: 3 Time Spent in the Library per Day by the Faculty

Hours Spend	Arts (N=31)	Science (N=27)	Engineering (N=32)	Total (N=90)
0 - 1	5	4	5	14
1 - 2	13	7	9	29
2 - 3	8	12	11	31
3 - 4	3	3	5	11
Above - 4	2	1	2	05

Total	31	27	32	90
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Table: 3 Time Spent in the Library per Day by the Faculty



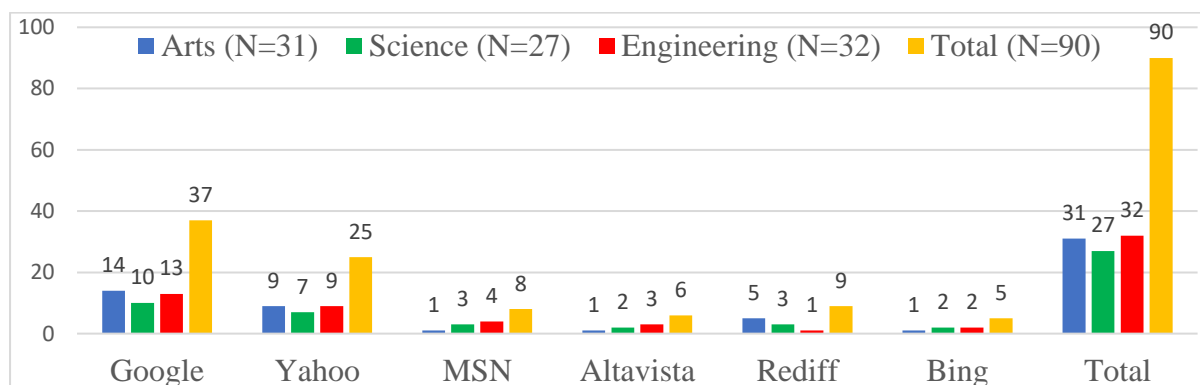
The question has been asked to the respondents to know the amount of time they spent in the library per day. The replies given by the 90-faculty sample are shown in Table and it depicts that the respondents spend less than one hour nearly 16 per cent and majority of the respondents 32 per cent are spend one to two hours in the library followed by two to three hours nearly 34 per cent, three to four hours 12 per cent and remaining of them nearly 6 per cent are spend above four hours in the library.

Table: 4 Frequently used the Search by Faculty

A question has been put to the respondents to know their frequently used search engines in the library. The replies given by them are shown in Table 4.

Searching Net	Arts (N=31)	Science (N=27)	Engineering (N=32)	Total (N=90)
Google	14	10	13	37
Yahoo	9	7	9	25
MSN	1	3	4	08
Altavista	1	2	3	06
Rediff	5	3	1	09
Bing	1	2	2	05
Total	31	27	32	90

Table: 4 Frequently used the Search by Faculty



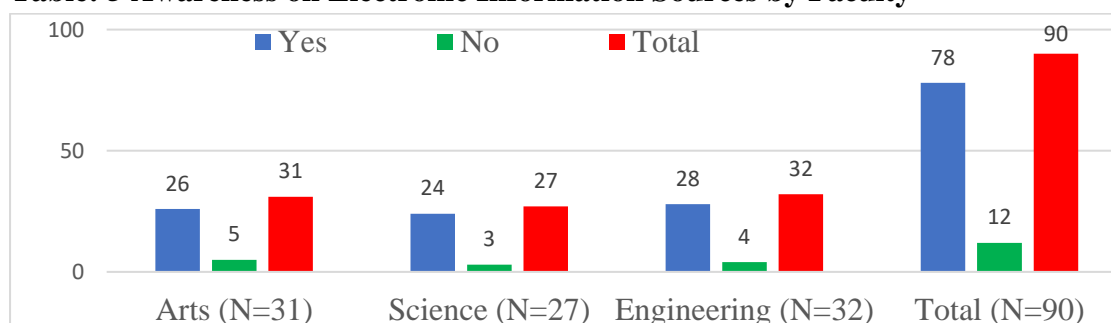
The Table clears that out of 90 faculty sample, majority of the faculty respondents 41 per cent frequently used Google search engine followed by them Yahoo search nearly 28 per cent, Rediff search 10 per cent, MSN search nearly 9 per cent, Bing search nearly 6 per cent engine (24.6%) and remaining of them nearly 7 per cent frequently used Altavista search.

Table: 5 Awareness on Electronic Information Sources by Faculty

A question has been posed to the respondents to know their awareness on electronic information sources available in their library. The replies given by them are shown in Table

Searching Net	Arts (N=31)	Science (N=27)	Engineering (N=32)	Total (N=90)
Yes	26	24	28	78
No	5	3	4	12
Total	31	27	32	90

Table: 5 Awareness on Electronic Information Sources by Faculty

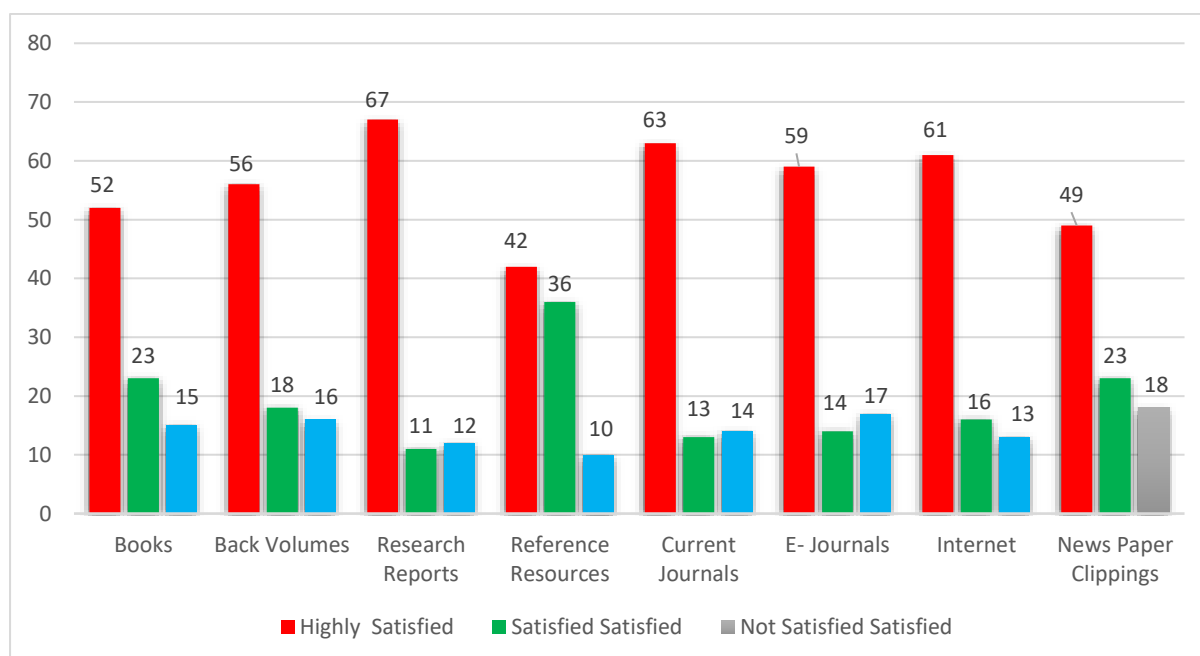


The Table 5, elucidates that out of 90 faculty members, majority of the faculty sample respondents nearly 87 per cent have more awareness on electronic information sources and remaining of the sample respondents nearly 13 per cent do not have better awareness on electronic information sources.

Table: 6 Library Resources Used by the faculty members

S. No.	Library resources	Highly Satisfied (%)	Satisfied (%)	Not satisfied (%)
1.	Books	58	25	17
2.	Reference Resources	47	40	11
3.	Current Journals	70	14	16
4.	Back Volumes	62	20	18
5.	Research Reports	75	12	13
6.	Newspaper Clippings	54	26	20
7.	Internet/Online resources	68	18	14
8.	E-Journals/Databases	66	15	19

Table: 6 Library Resources Used by the faculty members



A maximum of 75 percent university faculty were satisfied with the research reports. Most of the faculty 54 percent were satisfied with the newspaper clippings. Majority of the faculty members 66 percent were satisfied with the e- journals and databases and 68 percent of them were satisfied with the internet /online resources. Many of the faculty 17 percent were not satisfied with the current stock of books related to their fields as they find them inadequate for meeting their educational and research needs. Eleven percent of the faculty were not satisfied with the reference resources available in the library and 47 percent of them were satisfied with the reference resources. Seventy percent of faculty members think that the current periodicals give the required information to some extent and the others want more journals for supplementing their teaching and research programme. Sixty two percent of them considered that the back volumes available in their field were inadequate.

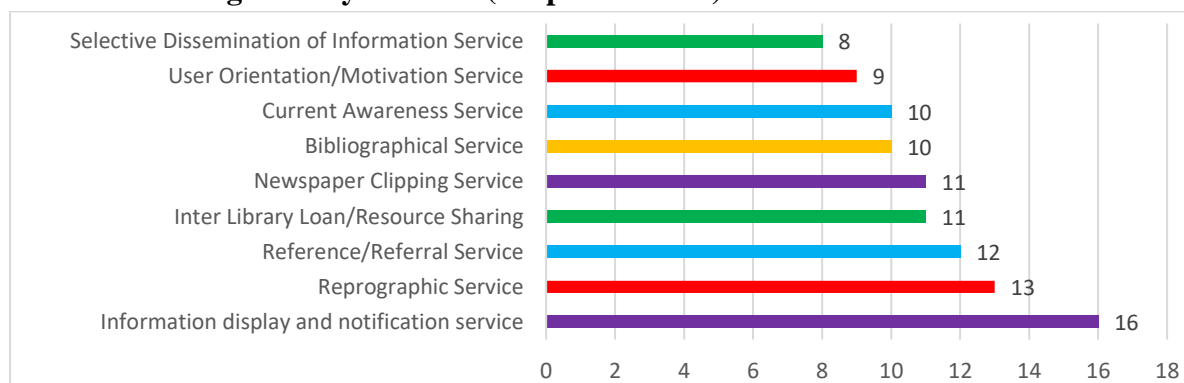
Library Services

The responses given by the sample on the library services are detailed below in Table:

Table: 7 Existing Library Services (Responses in %)

S. No.	Services	Responses in %
1.	Information display and notification service	16
2.	Reprographic Service	13
3.	Reference/Referral Service	12
4.	Interlibrary Loan/Resource Sharing	11
5.	Newspaper Clipping Service	11
6.	Bibliographical Service	10
7.	Current Awareness Service	10
8.	User Orientation/Motivation Service	09
9.	Selective Dissemination of Information Service	08

Table: 7 Existing Library Services (Responses in %)



Majority of the faculty members 16 percent were satisfied with the information display and notification service; Thirteen percent make use of reprographic service and 12 percent of them had a positive view of the reference/referral service. Eleven percent of the samples were interested in the inter library loan service, 11 percent were satisfied with the newspaper clipping service, Ten percent of the faculty expressed their satisfaction about the bibliographical service and 10 percent were satisfied with the current awareness service. Nine percent were satisfied with the user orientation service and Eight percent expressed their level of satisfaction with the selective dissemination of information service.

Purpose of Seeking Information

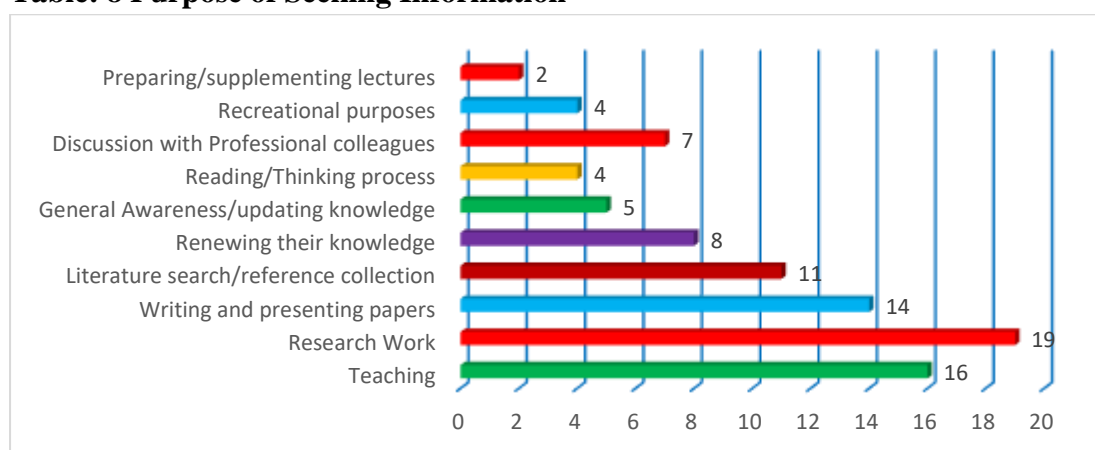
Details regarding the purpose of seeking information by the users are detailed in Table 2:

Table: 8 Purpose of Seeking Information

S. No.	Purpose	Responses %
1.	Teaching	18
2.	Research Work	21
3.	Writing and presenting papers	16

4.	Literature search/reference collection	12
5.	Renewing their knowledge	09
6.	General Awareness/updating knowledge	06
7.	Reading/Thinking process	04
8.	Discussion with Professional colleagues	08
9.	Recreational purposes	04
10.	Preparing/supplementing lectures	02

Table: 8 Purpose of Seeking Information



Eighteen percent of the respondents sought information for teaching purposes; Twenty one percent faculty were guiding research scholars and 16 percent for writing and presenting papers. Twelve percent of faculty members utilized the library resources for literature search, 6 percent of the sample were using the resources for updating their knowledge and general awareness, 4 percent were seeking information for reading/thinking process, Eight percent for discussion with professional colleagues, 4 percent used the resources for their recreational activities and 2 percent visited the library for preparing and supplementing lectures.

Barriers to Information

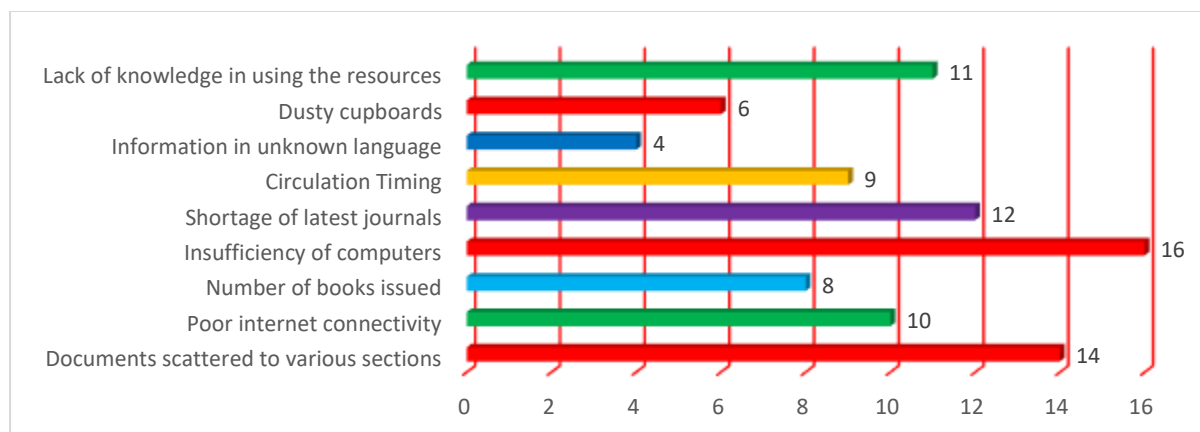
The barriers encountered by the staff members while seeking information are elaborated in Table: 9

Table: 9 Barriers to Information

S. No.	Barriers	Responses %
1.	Documents scattered to various sections	16
2.	Poor internet connectivity	11
3.	Number of books issued	09
4.	Insufficiency of computers	18
5.	Shortage of latest journals	13
6.	Circulation Timing	10
7.	Information in unknown language	04

8.	Dusty cupboards	07
9.	Lack of knowledge in using the resources	12

Table: 9 Barriers to Information



Many of the faculty 16 percent faced problems in locating the documents scattered to various sections in the library. Eleven percent were affected by poor internet connectivity and Nine percent thought that the number of books issued to them is less and it should be increased. Eighteen percent of the respondents were not satisfied with the number of computers, 13 percent of them were facing problems in the shortage of latest journals and Ten percent were not satisfied with the circulation timing. Information in unknown languages is the problem for 4 percent of the faculty, 7 percent of them complained about the dusty cupboards and Twelve percent were facing difficulty in lack of knowledge in using the resources.

Conclusions

Today is an information age and tremendous flow of information is emerging in all fields throughout the world. As such, it is very difficult to manage the information manually due to exponential growth of literature and publication programme. The problem of providing timely information is not due to lack of information, but the way in which it is handled to enable the user to fulfil his needs. So, this study examined the acquaintance of the faculty members with the information seeking process. The findings showed that the main information needs of faculty members are related to their teaching and research purposes. The telephone and email are the main channels for obtaining the latest information. However, the faculty members use the library infrequently as their place of study. The problems identified by faculty members are that they cannot locate the targeted sources as information scattered in too many sources. The knowledge of the faculty members for their own information needs and the searching process was found to be sufficient to meet their actual needs. We have, in conclusion, two suggestions to fix the gap in information need and information seeking behaviour: first, faculty members of each department can cooperatively work with each other; second librarians should provide specific information seeking skill instruction for each department related to their careers and professional activities. Finally, the study hopes that faculty and university authority will take

note of the findings, and endeavour towards meeting the information needs for more development of academic function. The upshot of meeting the information needs of can be mutually beneficial to both the faculty and to the students.

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