# CHAPTER I

## INTRODUCTION

### 1.1    Background of the study

Information as being the results of transformation of generator's cognitive structure and on the other way round information is something a structure which when perceived may affect and transfer the seeker's state of knowledge (Prasher, R.G. P.19).

Information is seen as something constructed by human being in the context of their study. Information is the product of certain elements of the information use environment, the elements are: the assumptions, formerly learned or not, made by a defined set of people concerning the nature of their work, the kind and structure of the problem deemed important and typical by set off people, the constraints and opportunities of typical environment within which any group or sub-group of the set operate and work and the conscious perhaps unconscious, assumption made as to what constitute a solution or a better said a resolution of problem and make information useful and valuable in their contexts.

A library exists to serve the information needs of the users. It aims to provide required information pin pointedly, exhaustively and promptly in a usable form. For this purpose, the library either should build up its collection/store of information or should be able to depend on other sources. University library is largely organized to provide documents on demand and give information to the queries. Their services are primarily reactive and responsive. They should go beyond this to provide documents and information that are needed though not requested. A user wants less information but relevant to his needs, in a usable form. There is a need to improve quality of services. In the ultimate analysis, this will raise expectations of users and management (Kumar, 1997.P.7&8).

According to Ikoja Odengo describe information seeking as a process that requires an information seeker, what might be called personal information structure regarding information seeking. Information is undertaken to identify a message that satisfied a Percival need. Information seeking behavior, when someone realizes the existence of

information needs and ends when that need is believed to will be satisfied. The seekers turn to formal and informal source of information and are ultimately satisfied and dissatisfied with the results. Information seeking behavior tends to differentiate between immediate needs, the related activities of which are deemed Information seeking behavior and deferred need. Thus, Information seeking behavior is a natural and necessary mechanism of human mechanism. Information seeking behavior is the purposive seeking for information as a consequence of a need to satisfy to some goal.

Corea had define about special library it means, "a library which is mention by an individual, corporation, association, government agencies or any group for the collection, organization and dissemination of information and primarily devoted to a special subject and offering specialized service to a specialized clientele" (Corea et al. 1993, P.2933)

Special libraries is a library established, supported and administered by a business firm private corporation, association, government agency, or other special interest group or agency to meet the information needs of its members or staff in pursuing the goals of the organization. Scope of collections and services is the limited to the subject interests of the host or parent organization (ALA Glossary,1983).

Special libraries often attached to official institution such as government departments, hospitals, museums and like. For the most part, however, they come into being to meet specific needs in commercial and industrial organizations. They are planned on strictly practical lines, with activities and collection carefully controlled in size and scope, through they may be and often are large and wide- ranging in their activities, they corporate widely with other libraries. They are largely concerned with the theoretical investigation of information techniques, including the use of computers. Their activities have led to a critical reappraisal of library practices and have thus greatly benefited library network in the general (Encyclopedia Britannica, 1978).

**Special library have following characteristics:**

**Collection:** Special collection, i.e. collections of some specific and is built up keeping in the view objectives and policies of parent organization. e.g. manuscript library, National Archive.

**Clientele:** Specialist clientele with common interest. e.g. Prison library, children, patient library.

**Services:** Information services provided through documentation, current awareness services (CAS), selective dissemination of information (SDI).

**Staff and equipments:** Staffs are highly skilled and professional competent and advance mechanical and electronic equipments.

**Interest of parent organization:** interest of parent organization is more important than interest of an individual, if any.

The research entitled of "Information seeking behavior of students: A study on Ayurveda campus library is conducted on this library. The selected library is located in Kathmandu.

## 1.2   Statement of the problem

Information is considered very important even carrying out day to day work. Information helps to grow our knowledge, it help us to know about the latest update in the world and contemporary affairs. It is more important for our daily activities. No doubt, information is scattered everywhere, information is gained from TV, Radio, Newspaper and many other sources but library is the best source to gain information where we can find a lot of information in one place.  There is a one library very closely related to provide information to Ayurveda student and professor. Furthermore, the students and professors are using to make right information for the benefit of the patients/students.   In this regards one library is also awaiting to provide information to their users in demand. But, here the problem is that no one has studied the information seeking behavior of Ayurveda campus library students. Therefore, if a study is carried out keeping the issue in mind, it may come up with some reliable solutions, which can easily recommend for the users as well as motivates the management to reform their activities. Hence, there will be no hindrance and both the sides will easily be disseminating and receiving right information in right time.

## 1.3  Objectives of the Study

*General objective:*

The general objective of the study is to explore the information seeking behavior Tribhuvan University Ayurveda campus library user related to Ayurveda campus library.

*Specific objective:*

The specific objectives are:

  i.  To find out the collection development  of the library,

 ii.  To find out existing information services of libraries,

iii.  To identify the users information seeking behavior, needs and demands of

       Library,

## 1.4  Scope and limitations of the study

Information seeking behavior the pattern of using information systems and centers basically depends upon an Ayurveda library. The first one is related to the personal characteristics and traits of users relating to their personal background, where as the second one is related to information centers and the information systems concerned. In this present study, the first one has not been covered but the second one has been emphasized.

 In the same way, this study is limited Ayurveda campus library upon the library's student's information seeking behavior in Ayurveda campus library of Kathmandu Valley. In this case, the percent of participation has been found good but the numbers of persons included in the study are 40 students. The length of time covered in this study is five months (September 2016 to January 2017). The study has been conducted by means of a set of questionnaires including 19 questions and it explains an all existing the affecting factor of ISB, collection, services, user's demands and problem faced while seeking information from library. Literature and other sources of materials are included, which were concerning about Ayurveda library, Departmental library, Central Department of

library and Information Science (CDLIS), Kritipur, Tribhuvan University Central Library (TUCL) and others.

This is an academic research. This will have some specific limitations as follows:

- This research based on Tribhuvan University Ayurveda campus library user data only.

- Researcher will be finding out the collections of the library.

- Researcher will identify the user's information seeking behavior, needs and demands of libraries.

## 1.5  Significance of the study

This study has been carried out not only for the purpose of partial fulfillment of the completion of graduation in library and information science but it has also been conducted to know the information seeking behavior of library users. The significance of the proposed study has been described with the help of following points:

i.  This study helps to identify the information seeking behavior of library students. Similarly, it helps to identify and enables to know the further improvement of collection and other resources.

ii.  The present work helps to identify the library student's requirements, interest and their demands.

iii.  This study helps to update the library services, resource and facilities provided by the library to students.

iv.  The findings of the study can be helpful for the improvement of the present condition of the library and also for those who want to carry out further research in this field.

## 1.6 Definition of terms/Glossary

Information: Information is the property of data resulting from a produced by a process that produced data. (ALA World Encyclopedia of Library and Information Science, 1980 P.375)

Information Behavior: According to Wilson information behavior needs to includes at least 3 elements to fulfill its definitions, "an information needs and its drivers, the factor that offers the individuals response to the perception of need and the processes or action involved in that response"

Information seeking: According to Ocholla- Information seeking as a process that requires an information seeker or what might be called personal information structure such as: person cognitive abilities, knowledge, skill in relation the problem or task domain, knowledge, skills specific to a system and knowledge and skills regarding information seeking.

Information seeking behavior: The theories of information seeking behavior tend to differentiate between immediate needs, the related activities of which are deemed to be "information seeking behavior," and deferred needs which many researchers have termed "Information gathering" (Krikelas, 1983 P.173).

## 1.7 Organization of the study

**The study has been organized as follows:**

The first chapter deals with introduction, which includes background of the study, statement of the problems, objectives of the study, scope and limitations of the study, significance of the study, definition of terms/glossary and organization of the study. Similarly, the second chapter deals with relevant studies, i.e. review of literature. The third chapter deals with understanding of the subject i.e. focus of the study. The fourth chapter deals with research methodology which includes research design, population, sampling procedure, data collection procedure and data analysis procedure have been explained in this chapter. The fifth chapter deals with presentation and analysis of the collected/obtained facts, figures and data. Tables and different types of charts have been used as the statistical means for presentation and analysis and descriptive accounts

follow to make the facts more clear and easy to understand. Adding more, the sixth chapter deals with finding of the study and investigation, which are presented in summarized and concise form with some concluding remarks the study has recommended certain points for the future improvement of the students.

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## CHAPTER II

## REVIEW OF LITERATURE

A literature review is an integral and mandatory in research work so that all the past studies, their conclusion, and deficiencies may be known and hence further research can be conducted. Regarding the information seeking behavior among the students Tribhuvan University Ayurveda campus Library users, almost study has not been conducted so far except the work. Some Preliminary study of existing literature was done in the stated topic and it was determined that very little work has been done so far in this area of study. Nevertheless, a number of past works proposed in this paper. These works have been briefly introduced below. These previous works have placed here according to the time chronology.

A literature review is a body of text that aims to review the critical points of current knowledge including substantive findings as well as theoretical and methodological contributions to a particular topic. Literature reviews are secondary sources, and as such, do not report any new or original experimental work. (Cooper, 1998 P.27).

A literature review discusses published information in a particular subject area, and sometimes information in a particular subject area within a certain time period. (Galvan,1999).

During review of literature, different kinds of written documents namely books, periodicals, thesis, reports, articles were consulted related to research. Research methodology also consulted which were needed to prepare this research work, during literature review, researcher especially consulted following types of documents.

Bista, (2010, P.28) carried out the research about ISB of constitution assembly members on parliamentary library and Center for Constitutional Dialogue (CCD). In this research, the main focus is given to the ISB of CA members and organization/ management aspect of two libraries: parliamentary library (PL) and CCD as well. The finding shows that most of the users' members visit both libraries frequently. The collection development of library for them is fairly adequate. They seek constitution related document of various countries, political related documents, government publication document.

Bisht and et al. (2010, P.37) carried out the research about, "Information seeking behavior of comparative study". They found that the main theme of the library profession remain the same but method and tools for delivering information continuously grow and change dramatically. Libraries must have good service to provide information efficiently by understanding the ISB of users. Libraries must understand the actual needs and area of interest of users, so as to increase libraries service efficiently.

Kumar and Shrivastav (2010, P.453) carried out research about the title "Information seeking behavior: a human activity and consciousness". They found that ISB is the process or activity of attempting to obtain information in both human and technological context. It is concerned with the interactive utilization of the three basic resources namely people, information and system. ISB is a human process that requires adaptive and reflective control over the action of the information seekers. ISB resulted from the reorganization of some gap in information perceived by the users who as a consequence makes demand upon from system such as libraries/information dissemination center, or some other system in order to satisfy the perceived information need to feel the gap.

## 2.1 Conceptual review

## 2.1.2 The concept of information

Information is data value in planning, decision making and evaluation of any programme. He goes further to say that it is a data that will be subjected to some processing function capable of answering user's query to be it recorded, summarized, or simply collected that would help decision making. It is well understood in terms of books, journals, magazine, public and private sector documents of all kinds, whether published for mass circulation or unpublished and restricted or confidential in nature, result of research efforts which are made available to colleagues in form of reports, books, articles and non-printed materials. From all these definitions, it is apparent that information is crucial to man's survival. The researcher concluded that information is required man's daily activities be it in school, play, or work situation.

In the cognitive viewpoint of information science (Belkin 1977 cited Eskoda, 1998, P.2) defined information as associated with a text which is the generator's modified by conceptual structure which underlines the surface of that text, Ingwersen (1995, 1998) subsequently elaborated by defining information as being the result of transformation of generator's cognitive structures and on the other way round information is something, a structure, which when perceived may affect and transform the recipient's state of knowledge (Eskoda, 1998, P.2). And to Dervin and Nilan (1986, P.16) information is seen as something constructed by human beings. In the context of this study, information will be conceived based on the definition of (Eskoda, 1998, P.2) as something which students need during their studies when they construct meaning about the subjects in the process of learning.

### 2.1.2 Information behavior

Various definition of information behavior has been given by the writer. Some defined the term based on the general model of information behavior developed by Wilson (Wilson 1997, P.39), where he posited that a general model of information behavior needs to include at least three elements:

- An information need and its drives, i.e. the factors that give rise to an individual's perception of need

- The factors that affect the individuals response to the perception of need

- The processes or actions involved in that response

In this regards, Taylor (1999, P. 221-222), information is the product of certain element of the information use environment. the element according to him are: the assumptions, formerly learned or not, made by a defined set of people concerning the nature of their work; the kind and structure of the problem deemed important and typical by this set of people; the constraints and opportunities of typical environment within which any group or sub-group of this set of people operate and work; and the conscious perhaps unconscious, assumptions made as to what constitutes a solution, or better said, a resolution of problems, and makes information useful and valuable in their contexts. He concluded based on this definition that information behavior of different groups of

people is also different. On his own, (Thorsteinsdottir, 2001) put forward some other related concept to information behavior. He asserted that information behavior is intertwined concepts, which make the concept information behavior very complex. The concept he gave are:

### 2.1.3 Information needs

This is understand in information science as stemming from a vague awareness of something missing and as culminating in locating information that contributes to understanding and meaning (Kuhlthau, 1993). It is an anomalous state of knowledge (Belkin, Brooks & Oddy, 1982, P.61-71), or gaps in individual's knowledge in sense make situations. For a person to experience an information need, there must be a motive behind it.

### 2.1.4 Information seeking

Ikoja-Odongo and Ocholla (2004, P.54) described information seeking as a process that requires an information seeker, or what might be called personal information structure such as a person's cognitive abilities, his or her knowledge, skills in relation to the problem or task domain, knowledge and skills specific to a system and knowledge and skills regarding information seeking. Information is undertaken to identify a message that satisfied a perceived need (Wright & Guy, 1997). This activity may be actively or passively done when taking steps to satisfy a felt need (Ikoja-Odongo, 2002, P.66). In another dimension noted that research on information seeking has looked at how individuals go about finding the materials they needs.

### 2.1.5 Information seeking behavior

This can be described as an individual's way and manner of gathering and sourcing for information for personnel use, knowledge updating and development. Faire-Wessels (1990, P.361 in Kakai et al, 2004, P.2) referred to it as the way people search for and utilize information. Kaki et al. (2004) observed that, often users' information seeking behavior involves active or purposeful information as a result of the need to complete course assignment, prepare for class discussions seminars, workshops, conferences, or write final year research papers. To students may be smart people, but they are still

finding the process intimidating. Eskoda explained that the student or other person do not learn the basic information skills; they only end up using trial and error methods of research. This limits their capabilities to satisfy their needs (Eskoda, 1998, P.168). Wilson's 1996 model noted that in the process of seeking information, problems are encountered. While noted that after interacting with the information sources e.g. library what a user actually needs may not eventually tally with what is practically available, due to constraints either within the stock or due to the users own inadequacy. Many problems may serve as hindrances for the students in the process of their search or using the library.

## 2.2 Empirical review

Sigrun, Klara Hannesdottir conducted National Surveys of School Libraries and their Needs in 1994. The authors of these guidelines for conducting national surveys of school libraries and their needs defined several roles which this should have. In this study, thirty-three countries were selected in their collection of surveys. This includes both "developed" and "developing countries". The aim of the guidelines was to evaluate school libraries provision or aspects of school libraries provision; to compare school libraries provision and services over time or in different geographical areas of the country or in different educational authorities within the country or with other countries. Some will be carried out to raise public awareness of the needs of school libraries, thus generating political support. Some national school library surveys will be undertaken simply in a spirit of enquiry or as an academic exercise. The guidelines are meant to be informative for those who are planning national surveys and the author wants to point out the most common errors and biases, which novices in research may overlook. The guidelines are a handbook on how to do surveys on the national level and how to manipulate data. Further than that, the document offers a survey of surveys, a chapter on research, which has been carried out on the national level with examples of successful projects. It was considered that the information would be valuable for people around the world who are interested in seeing how things will be done previously. The document also includes two very extensive bibliographies. One is on surveys that will be reported in the literature from all over the world and in a variety of languages, and the other is on

sources that can help the researchers to construct their research projects (Sigrun K H, 1994).

Maurice, B. Line Library survey: an introduction to their use, planning, procedure and presentation, the library survey is interpreted as a systematic collection of data concerning libraries, their activities, operations, staff uses and users, at a given time or a given period a study of a whole library and its operations is a survey; a study of order routine in one library is not; a study of order routines in several libraries. This book is not a comprehensive guide to library surveys, nor a review of the literature on library surveys; least of all is it a do it yourself kit. It is not in fact a substitute for anything. It is merely an elementary and highly derivative introduction to the subject, for the librarian who any interested in conducting his own survey or who wished to gain a critical if superficial understanding of the surveys of others. The book may help to indicate both the pitfalls and possibilities of the survey techniques in libraries (Line, 1967).

Nasuriddn and Ahmed (2000) described the current status of automation in different types of libraries in Bangladesh and highlighted the gradual development of using computers and telecommunication technologies in Bangladesh libraries and information centers. Sixty five libraries and information centers will be selected as sample to collect information for the purpose of the study. It also attempts to identify the library operation by the use of computers and to determine the major problems with some effective solutions.

Information needs survey or users' studies are potentially useful in bringing the gap between the kind of information services needed and kind of existence. A characteristic of user is that the number of those who have need of information far exceeds those who actually use information. Information may be sought for a particular purpose in a particular situation because it is likely to be useful. It is of maximum use when it matches a need which is highly specific (Guha, B, 1993).

The seeking process requires at every stage of progress added increment of evidence in order that inferences, hypothesis or theories tentatively held may be identifies as valid verifies as correct, or rejected as untenable. Even the beginner in educational research recognizes that necessary, and his/her impulse into prepare immediately to send out a questionnaire. More information about the status of the situation of research and about

the action of variables there, operating must be obtained, otherwise no contribution will be made toward of generalization (Sharma S, 1991).

Information seeking behavior or the pattern of using information systems and centers depends on a number of factors. Some of these are closely related to the personal characteristic and traits of users, where as some depends on the information center and the information system concerned. Moreover, the general educational level, awareness of people in society, etc are also determining factors influencing information seeking behavior.

In this present study information about the organizations which have to serve its user have been collected. In the same way the major objective of the organization, their related field in information acquisition and generation, the scope, their source of information are covered in focus of the study area.

There is a universal assumption that human being was born ignorant or innocent and should actively seek knowledge. "Information seeking is thus a natural and necessary mechanism of human existence." ISB is the purposive seeking for information as a consequence of a need to satisfy some goal. ISB involves personal reason for seeking information, the kind of information, which is being sought. ISB is expressed in various forms, reading printed materials to research and experimentation. Ayurveda campus student actively seek current information from Ayurveda campus library. Information is needed to meet the information requirement for bringing the huge change in the information seeker. In this way the Ayurveda campus library user are high profile. Keeping in the above fact in the mind researcher focuses ISB of the students. For this purpose researcher selected 40 students out of 150 students and study has been carried out that library.

There are two permanent staff supports the Ayurveda campus library, one is university graduate and one is library management trained staff. About the books collection, in this library there are 12,000 books in Nepali, Hindi, English, and Sanskrit language. These books manly cover of their subject and there are other general collections. All books have been shelved subject wise by following the national library management.

New books acquired by the library are regularly on display for a period of a one week in the library, during this period the new books are not issued. Reference books and other reference materials, such as maps and atlases, cannot be taken out of the library.

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# CHAPTER III

# FOCUS OF THE STUDY

## 3.1 Background

Information is the organized or processed data which conveys significance of specific meaning about something. Information seeking behavior or the pattern of using information systems and centers depends on a number of factors. Some of these are closely related to the personals characteristics and traits of users, where some of depends on the information centre and information system concerned. Moreover, the general educational level, awareness of people in society, etc are also determining factors influencing information seeking behavior.

In this presents study information about the organizations which have to serve its user have been collected. In the same way the major objectives of the organization, their related field in information acquisition and generation, the scope, their source of information are covered in the study area.

There is a universal assumption that human being was born ignorant or innocent and should actively seek knowledge. "Information seeking is thus a natural and necessary mechanism of human existence."

## 3.2 Ayurveda Campus

### 3.2.1 Brief history

The Institute of Medicine (IOM) was established in 1972 under Tribhuvan University with the mandate and the responsibility of training all the categories of health manpower needed in the country. Within the first decade of its establishment, it's developed a total of 12 campuses scattered over the country out of which 3 campuses were in Kathmandu and 9 campuses were outside the Kathmandu Valley.

Ayurveda Campus is the only centre for Bachelor level of Ayurvedic education in Nepal. It resulted from the merging of GoN's Ayurveda Vidhyalaya and Chikitsalaya with the Institute of Medicine in 1972. History reveals that Rajakiya Ayurveda Vidhyalaya was the first to start technical education in the country in 1928. Ayurveda Campus is solely

committed to produce qualified doctors to meet the national need. At present Ayurveda Campus is conducting Bachelor of Ayurveda Medicine and Surgery (BAMS) program as a branch of Institute of Medicine (IOM) under Tribhuvan University (T.U.).

Ayurveda Campus is conducting Bachelor of Ayurveda Medicine and Surgery (BAMS) programme as a branch of Institute of Medicine (IOM) under Tribhuvan University (T.U.). BAMS is a 5.5 years course equivalent to MBBS in the related field. It consists of three professionals of 18 months each, basic sciences, pre-clinical and clinical subjects with laboratory and hospital practice respectively. After completion of 4.5 years academic course one has to complete one year compulsory rotating internship in different departments of Ayurveda hospitals or Ayurveda Teaching Hospital. Its administrative building has been completed and other academic buildings are under construction. Its teaching hospital and other building will be constructed according to the proposed master plan at Kirtipur in the sufficient land provided by T.U.

### 3.2.2 Services provided

The aim/goal of campus is, to train a competent Ayurveda Doctor capable of providing Ayurveda Health Services needed for development of Ayurveda, to enable the students to identify and manage health care at health institutions and community, to enable the students to inoculate analytical, problem solving, practical/clinical and communication skills and to establish interaction with Government and Non-Governmental Agencies to promote holistic health in the community.

According to library record there are four pieces of computer with internet, one photocopy machine, two printers and one scanner. In this library there are many journals, periodicals and newspapers available.  The Library of the campus is well equipped with books, teaching and learning materials with environment for study. Anatomy & Physiology lab is equipped with different teaching and learning materials. And other facilities are Audio visual CDs, Internet services, scanning service, photocopy service printer service.

### 3.2.3 Library Staff

Three permanent staff supports the Ayurveda library. One is university graduate and two are Library trained.

### 3.2.4 Library Collection

The library of Ayurveda full of 13,774 including 10,948 purchased, 551 books are gifted and 2275 books and journals and periodicals books in Nepali, English, Hindi and other languages. These books mainly cover a wide array of subjects like Anatomy, Physiology, Medicine, Ayurveda, and Science. Besides these, the collection also contains books on other general subjects. Books have been shelved subject-wise by following the National library of Medicine classification.

New books acquired by the library are regularly on display for a period of one week in the library. During this period the new books are not issued. Reference books and other reference materials, such as maps and atlases, cannot be taken out of the library.

### 3.2.5 Software used in library

The Ayurveda campus library has been partially computerized. The library has been implementation MUMOLAS software for book entry and circulation.

### 3.2.6 Hour of operation

The library of Ayurveda campus operation hours as follows

9:30 am to 4:00 pm (Sunday to Friday)

(Closed on Saturday)

Telephone no – 014332562

Email: info@tu.edu.np

Website: www.iom.edu.np

Location: Ayurveda Campus library, Kritipur, Kathmandu

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*Tribhuvan university Ayurveda campus website: www.iom.edu.np*

# CHAPTER IV

## RESEARCH METHODOLOGY

This chapter aims to describe and explain the process of research. Keeping in mind that there is no single proven path to collect the qualitative and quantities data, researcher will be triangulated several methods to tap the lived experiences of the library users on their involvement and activities in the Ayurveda collage library. The context in which researcher carried out research determined the selection of multiple related methods and techniques. In this chapter the researcher describe about the research design, rationale of site selection, nature and sources of data, sample and sampling strategy and data collection techniques and tools etc.

Information is considered very important even carrying out day to day work. Information helps to grow our knowledge, it help us to know about the latest update in the world and contemporary affairs. It is more important for our daily activities. No doubt, information is scattered everywhere, information is gained from TV, Radio, Newspaper and many other sources but library is the best source to gain information where we can find a lot of information in one place. There is a one library very closely related to provide information to student and professor. For this research, researcher selection this site because;

The Ayurveda campus under Tribhuvan University is only one campus which is running for master degree in Ayurveda, where the students and professors are using to make right information for the benefit of the patients/students. In this regards one library is also awaiting to provide information to their users in demand. But, here the problem is that no one has studied the information seeking behavior of Ayurveda campus library students. Therefore, if a study is carried out keeping the issue in mind, it may come up with some reliable solutions, which can easily recommend for the users as well as motivates the management to reform their activities. Hence, there will be no hindrance and both the sides will easily be disseminating and receiving right information in right time. Therefore, this study has been proposed to carry out the situation of library, and selected site for research.

Research is an effort to search new fact, knowledge (Joshi, P.R., 2003) and principle in scientific manner. The various methods are followed to get the reasonable information about the libraries. The study is descriptive and analytical study.

## 4.1 Research design:

Research design is the plan, structure, and strategy of investigation conceived so as to obtain answer to research questions and to control variance. For this purpose, the studied will be centered in Ayurveda campus library to know the information seeking behavior of Library users. One single method is not suitable for the study and investigation of the subject. Hence, combination of different methods is being used to collect the relevant facts, figures and data. There are various methods to collect data like: survey/ observation, questionnaires, interviews, focus groups, critical incident methodology and Delphi technique but, here, researcher use only one method to collect the data and these two methods are structured questionnaire.

## 4.2 Population

This research study, information seeking behavior of Ayurveda library students will be concerned with this library. Due to the time limitations and other constraints, here researcher will be included only one library. The total numbers of targeted users of this study are 40 students, which is the approximately ten percent out of total 402. Researcher distributed total 40 respondents who are the users.

## 4.3. Sampling Procedure

To find the information seeking behavior of 40 Students researcher may adopt random sampling technique, library collection, services, information needs, for this study. To fulfill the objectives of this study, researcher distributed 40 questionnaires to the library students. They enthusiastically filled up the questionnaire without any hesitation after explaining the aim of the study by researcher. All the 19 written questions are included in the analyses for this study.

## 4.4 Data Collection Procedures

Data are the major sources to collecting the required information. The major sources of data are primary data, which is used for this study. The primary data has been collected from the users by distributing the structured questionnaire. In another hand; researcher collected secondary data too from different publication, general, website and reports which are used in this research.

There are many data collection tools for the research such as observation, interview, questionnaire etc. Questionnaire, the most commonly used survey tool had been chosen for this study. The information will be collected through field questionnaires with selected library. Users (Ayurveda campus library user) of this library will fill up questions without any restriction. The researcher visit concerned library repeatedly to collect the questionnaire from library students.

## 4.5 Data Analysis Procedure

The analysis is based on the 40 responses received from the respondents. The completed questionnaires checked to remove the possible errors and inconsistencies in the field. No advanced statistical tools are used for the study but, the analyses is carried out by using simple statistical tools using arithmetic techniques such calculation of percentage, addition, division, estimation, approximately, etc. for structural questions and after, editing, coding and classification of data, they have been  presented in the tabulation, diagram and chart along with an analysis.

# CHAPTER V

## ANALYSIS AND PRESENTATION

After the collection of data, an analysis of data and the interpretation of the results are necessary. The data have been collected from students of Ayurveda campus, Kirtipur. The Bachelor of Ayurvedic Medicine and Surgery (BAMS) and Master of Ayurvedic Medicine and Surgery (MD) level students/users, those sources has made it possible for this analysis and thus make a suitable presentation of this work.

The questionnaires were distributed to the students/users of Ayurveda campus library. At that campus in-total 150 students are studying in both Bachelor and Master degree level, among them 120 students at Bachelor level and 30 students are in Master level. The researcher selected 40 respondent students randomly from both level 30 respondents from BAMS and 10 respondents from MD level respectively. The numbers of respondent represent 26.6% of total students.

Researcher provided fifty questionnaires to both level of students i.e. bachelor level 30 and master level 10 respectively, finally, all questionnaires return from Master level and 30 questionnaires return from bachelor level which covered 100% of distributed questionnaire. The *Table No.1* shows the number of questionnaires distributed and returned by the respondents.

*Table 1: Number of questionnaires distributed and returned from respondents*

| S. No. | Level of respondents | No. of questionnaires | Returned questionnaires | Percentage |
|--------|---------------------|----------------------|------------------------|------------|
| 1 | Bachelor level (BAMS) | 30 | 30 | 100% |
| 2 | Master degree Level (MD) | 10 | 10 | 100% |
| | Total | 40 | 40 | 100% |

*Source: Field survey 2016*

## 5.1  Information collection

### 5.1.1 Respondents details about using library

A question was asked about the respondents, *which sources of information from library do you use frequently*, and majority of the respondents used Textbooks and reference books from library. The respondents reply has been shown in following *table no2.*

*Table 2:  Use of information sources in library according to frequencies*

| Frequency of using | No. of respondents | Percentage |
|---|---|---|
| Abstracts | 0 | 0% |
| Fiction | 0 | 0% |
| Government publication and official statistics | 0 | 0% |
| *Magazines and newspapers* | *3* | *7.5%* |
| Periodical/ Journals | 0 | 0% |
| Research reports | 0 | 0% |
| *Textbooks and reference books* | *37* | *92.5%* |
| **Total** | **40** | **100%** |

*Source: Field survey 2016*

The above mention data showed 92.5% of users or 37 users out of 40 are using library for textbook and reference materials in this campus. But 7.5% of students are using library with priority of magazines and news paper. Adding more, ten users give main priority to magazine and newspapers at library.

*Figure1: Readers most give priority in using of library*
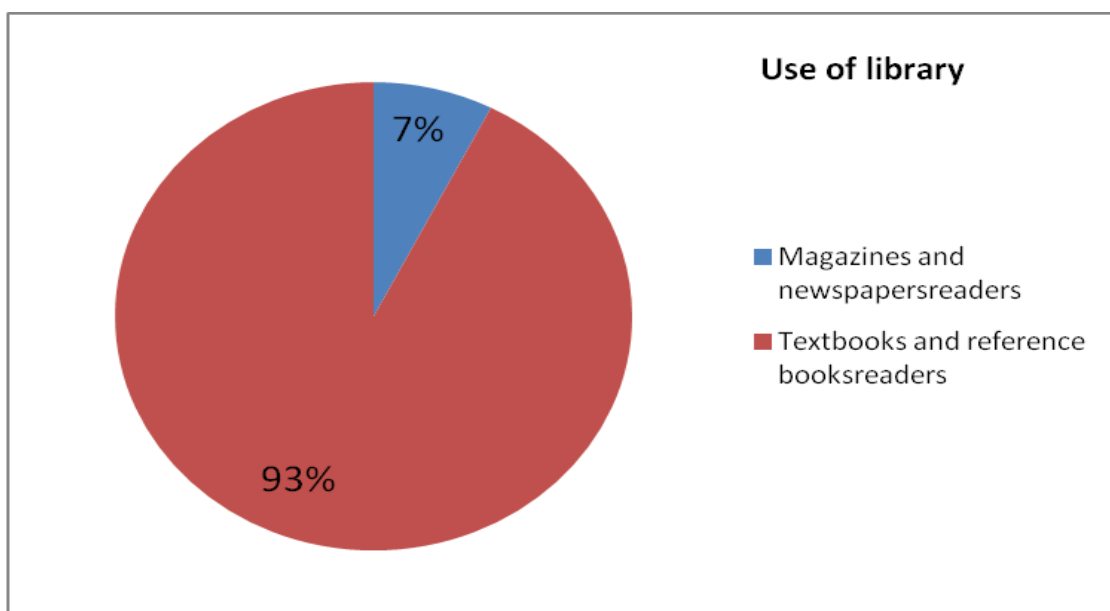


*Source: Field survey 2016*

## 5.1.2 Important sources of information

Similarly, a question was asked about the respondents, *which is the important sources of information*, and majority of the respondents used textbooks and reference books from library. The respondents reply has been shown in following table 3.

*Table 3: Importance sources of information in library*

| Frequency of using | No. of Respondents | Percentage |
|---|---|---|
| Abstracts | 5 | 12.5% |
| Internet | 1 | 2.5% |
| Government publication | 2 | 5.0% |
| Magazines and newspapers | 3 | 7.5% |
| Periodical/ Journals | 2 | 5.0% |
| Research reports | 8 | 20.0% |
| Textbooks and reference books | 19 | 47.5% |
| **Total** | **40** | **100%** |

*Source: Field survey 2016*

This data showing verity of using library from different sources i.e. 47.5% of total user are think library is important sources for different textbooks and references; 20% of users think library is important sources for research reports; 12.5% of readers think library is important sources for abstracts; similarly,7.5% of users think library is important sources for magazines and news papers; 5% users think library is important sources for government publication; 5% users think library is important sources for periodical/journals and only 2.5% users think library is important sources for internet.

*Figure-2: detail of importance sources of information in library*
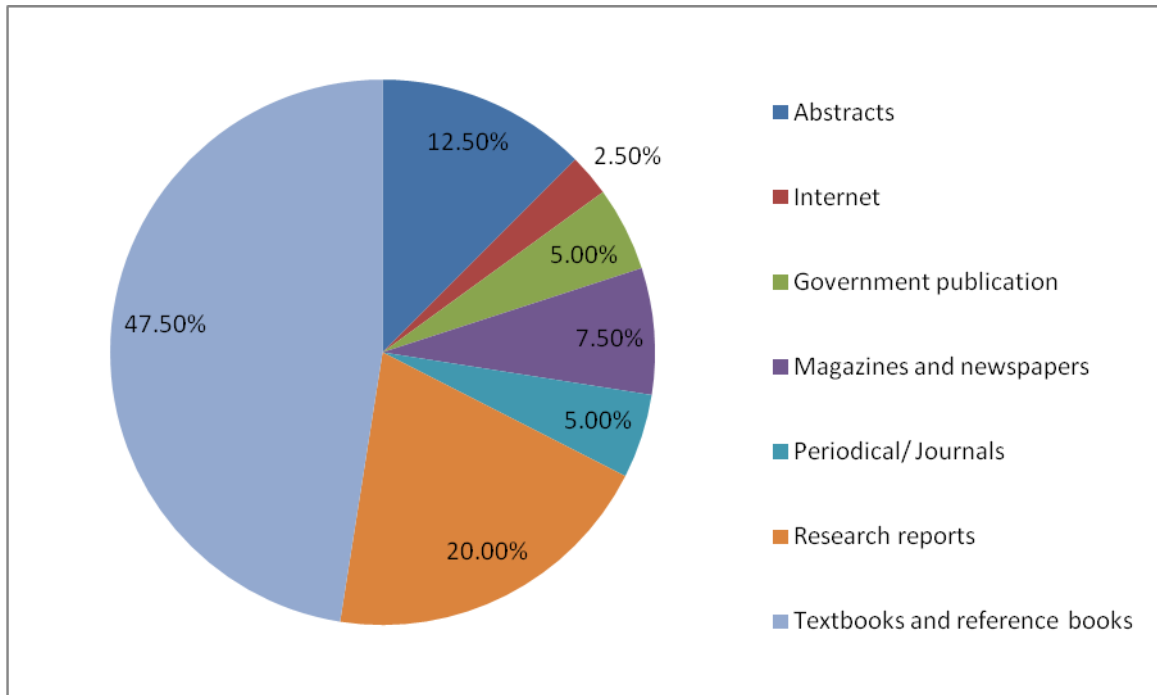


*Source: Field survey 2016*

### 5.1.3 Avalilbility of collection

Another one question was asked about the respondents, *availability of collection in library in your subject interest?* And majority of the respondents used Textbooks and reference books from library. The respondents reply has been shown in following table 4.

*Table 4: Availability of collection in library*

| Availability of collection in library | No. of Respondents | Percentage |
|---|---|---|
| Adequate | 9 | 22.5% |
| Excellent | 2 | 5.0% |
| Fairly adequate | 12 | 30.0% |
| Inadequate | 17 | 42.5% |
| **Total** | **40** | **100%** |

*Source: Field survey 2016*

When researcher asked the respondents, about *availability of collection in library in your subject interest?* The most of 42.5% of respondents gave the answer frequency of using library is inadequate. Other 30.5% of respondents answer fairly adequate the using of library. Similarly, 22.5% of respondents answer frequency of using library is adequate and only 5% of respondents out of 40 are answer the frequency of using library is excellent. The answers of respondents about receiving facility from library are differently they observe different angels. But the real situation is inadequate facility are available in the library because 17 respondents out of 40 are agreed to inadequate section. The figure 3 shows about the quarry as follows.

*Figure 3: Availability of collection in library*
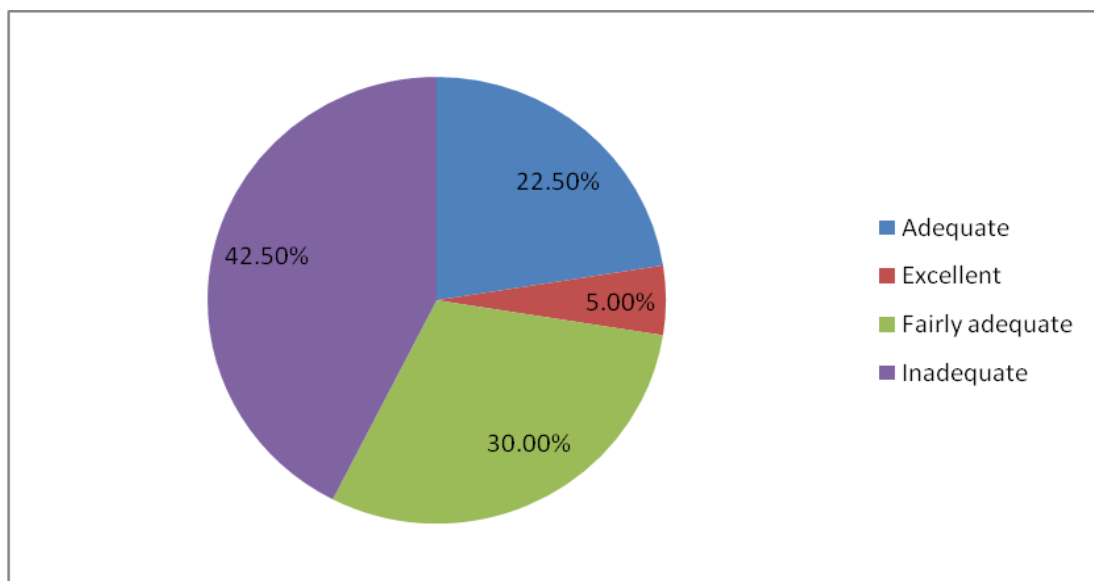


*Source: Field survey 2016*

**5.2 Information service**

**5.2.1 Familiar with library service**

Another one question was asked about the respondents, *familiar with library services?* And majority of the respondents answer yes. This question was asked to the respondents about the library service. For this service, the researcher asked whether an orientation service was provided or not. In this regard, five respondents were not familiar with library services. Complete responses of the respondents are shown below in the table.
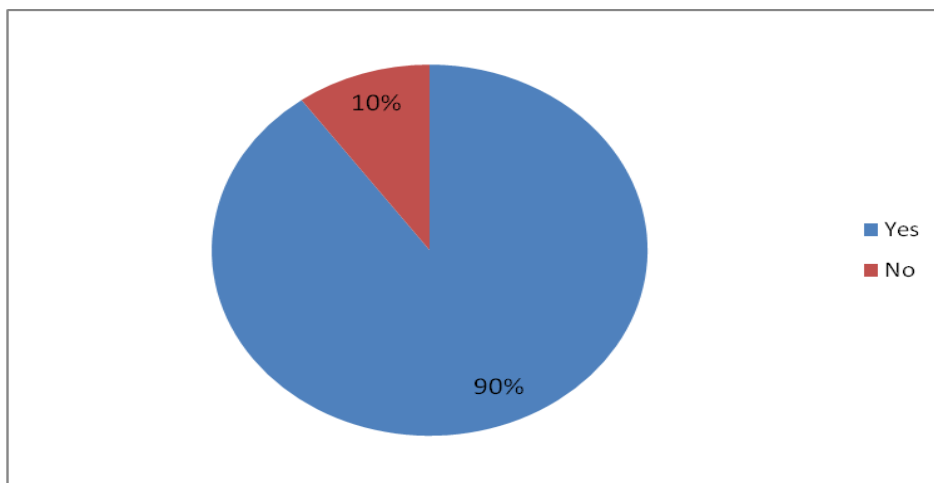
*Table 5: Familiar with library services*

| S. No. | Option | No. of respondent | Percentage |
|--------|--------|-------------------|------------|
| 1 | No | 4 | 10% |
| 2 | Yes | 36 | 90% |
| | Total | 40 | 100% |

*Source: Field survey 2016*

The above mention table shows most of the respondents, it is noted that 90% of the respondents are familiar with the library services and only 10% of the respondents are not familiar with library services. It shows most of users have access to using library and what types of data are available in the library. Similarly, the users of this library are well known about the situation and service of library. The figure shows the detail in percentage below.

*Figure 4: Familiar with library services*



*Source: Field survey 2016*

### 5.2.2 Most familiar with library service

Another question was asked to the respondents who were familiar to library service and the most familiar service of library with eight options as illustrated in table 6 of library services. Most respondents are familiar with circulation service, reference service, email and internet service, display of document, current awareness service and reprographic service of the library.

*Table 6: Most familiar using library service*

| S. No. | Option | No. of respondents | Percentage |
|--------|--------|-------------------|------------|
| 1 | Circulation service | 15 | 37.5% |
| 2 | Reference service | 13 | 32.5% |
| 3 | E-mail and internet | 2 | 5% |
| 4 | Display of document | 3 | 7.5% |
| 5 | Current awareness service | 3 | 7.5% |
| 6 | Reprography service | 2 | 5% |
| 7 | Abstracting and indexing service | 2 | 5% |
| | Total | 40 | 100% |

*Source: Field survey 2016*

The above mention table shows, the user reply shows that, 37.5%of the respondents are familiar with circulation service, 32.5% familiar with reference service,7.5% familiar with display of document, 7.5% familiar with current awareness service, 5% familiar with e-mail internet service and 5% familiar with reprographic service and 5%familiar with abstracting and indexing service of the library.

*Figure 5: Most familiar using library service*
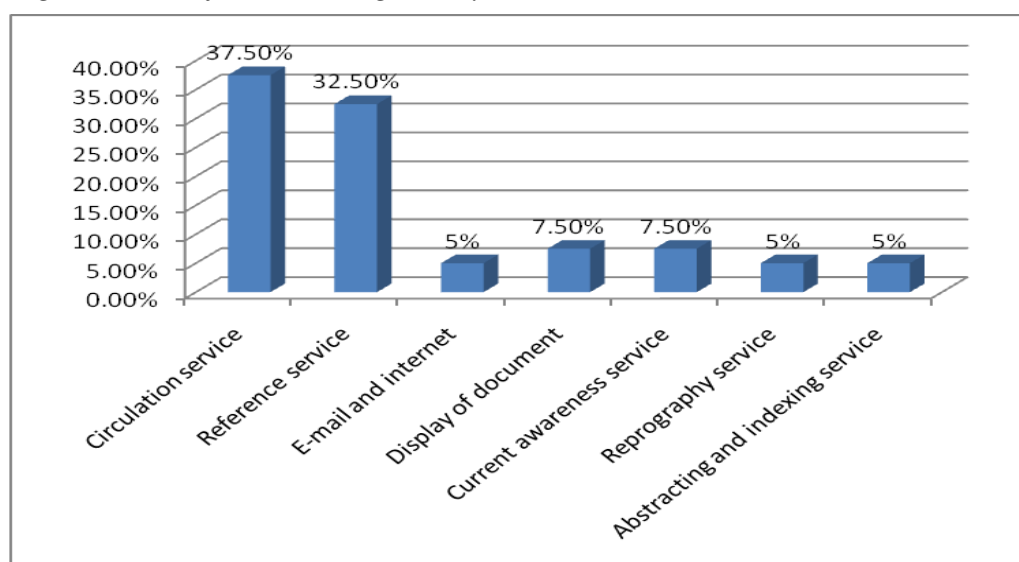


*Source: Field survey   2016*

### 5.2.3 Compatible with library service

Another question was asked to the respondents of library services in relation with compatible of respondent's requirements. Most of respondents answered the compatible of library services table no seven.

*Table 7: Compatible with library service*

| S. No. | Option | No. of respondents | Percentage |
|--------|--------|--------------------|------------|
| 1 | No | 36 | 90% |
| 2 | Yes | 4 | 10% |
| Total | | 40 | 100% |

*Source: Field Survey 2016*

According to respondents reply, it is noted that, 10% of the respondents were compatible in library service and 90% of respondents were not compatible with library service.

### 5.2.4 Lacking of library service

A question in this regard was asked about the lacking of library services for information seeking and the respondents answered in lacking library services and most of respondents agreed on the availability of documents, which are shown below in table.

*Table 8: Lacking of library services*

| S. No. | Option | No. of respondent | Percentage |
|--------|--------|-------------------|------------|
| 1 | Availability of documents | 15 | 37.5% |
| 2 | Staff assistance | 12 | 30% |
| 3 | Timeliness | 8 | 20% |
| 4 | Lending system | 5 | 12.5% |
| Total | | 40 | 100% |

*Source: Field Survey 2016*

The table shows and it is noted that, majority of the respondents i.e. 15 respondent out of 40 were expressed the required documents are not available or lacking availability of

documents, 12 respondents are expressed staff assistance, eight respondents are expressed timeliness and five respondents are expressed lending system. The given figure is showing the percentage of respondents.

*Figure 6: Lacking of library services*
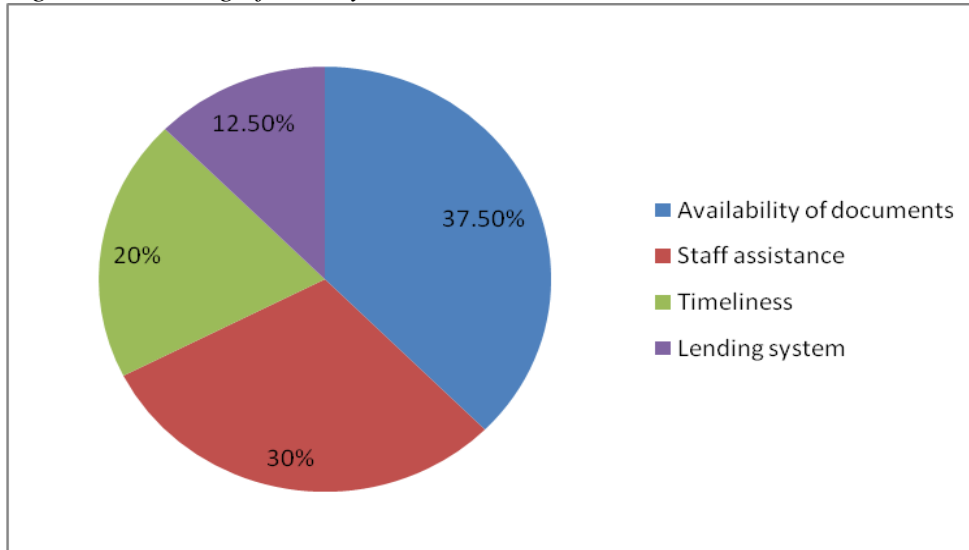


*Source: Field Survey 2016*

### 5.2.5 Resources mostly searching information

In this question respondents about the resources are using mostly for searching information. The respondents 35 are answered that reference service are mostly using for searching information and 5 respondents are using email and internet and 5 are using circulation service for searching information. Shown below in the table

*Table 9: Resources mostly searching information*

| S.N. | Option | No. of respondents | Percentage |
|------|--------|--------------------|------------|
| 1 | Circulation Service | 5 | 12.5% |
| 2 | E-mail and internet | 5 | 12.5% |
| 3 | Reference service | 30 | 75% |
| 4 | Reprographic Service | 0 | 0% |
| Total | | 40 | 100% |

*Source: Field survey 2016*

### 5.2.6 Types of information sources meet study

Other question was asked to the respondents about the different types of information sources required meet your study. The respondents answered that books and references books are meet our study.

### 5.2.7 E-resources are using the library

The other question was asked to the respondents which e- resources are using the library, all the respondents answered that MEDLINE and Pub Med e-resources are using the library.

### 5.2.8 Journals using mostly searching information

The other question was asked to the respondents the journal using mostly searching information. All the respondents are using the journal NEP JOL and DOAJ. NEP JOL and DOAJ are the using mostly searching information.

### 5.2.9 Computer and its use in library

One question was asked to the respondents about the availability of computer. All the respondents answered that the library has used computer for user and for database.

### *5.2.9 Purpose of computer in library*

A question was asked to the respondents for the purpose of computer in the library. The respondents

### *5.2.10 Information retrieval from library*

A question was asked to know the information seeking behavior of students about information retrieval. Most of the respondents retrieved the document with the directly from book racks (30 respondents), and 10 respondents are with the help of library staff.

*Figure 7: Information retrieval from library*
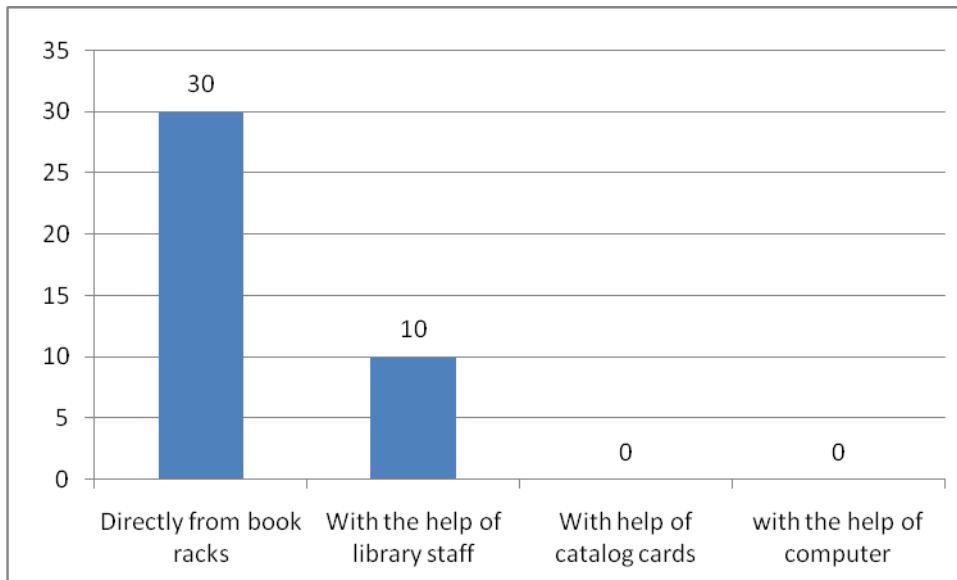


*Source: Field survey 2016*

## 5.2.11 Information service offered by library

One question was asked, what types of information service you prefer as offered by the library, the respondents view with six reason and many respondents were reported reference service of the library.

*Figure 8: Information service offered by library*
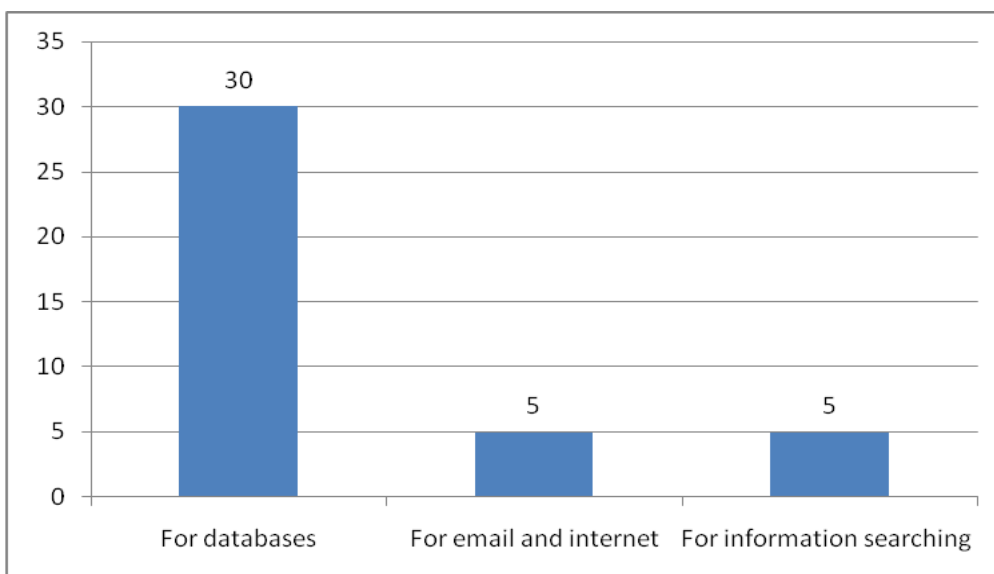


*Source: Field survey 2016*

### 5.2.12 Function of the library

Ayurveda campus library user were asked to indicate the function of the library, it was requested them to mention their opinion, most of users opinioned for fair. In this regards a question was asked about the functioning of libraries with four options, which is show in figure.

*Figure 9: Function of the library*
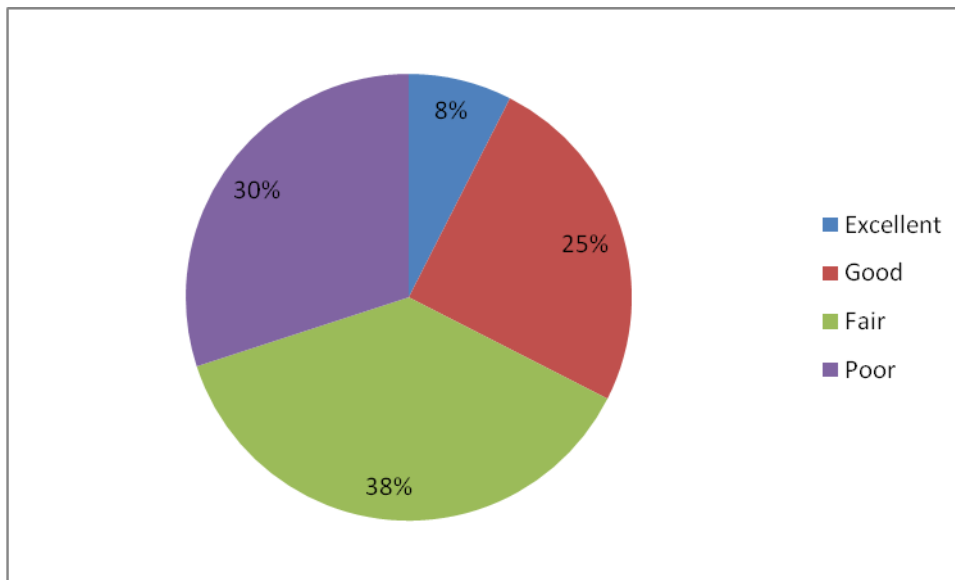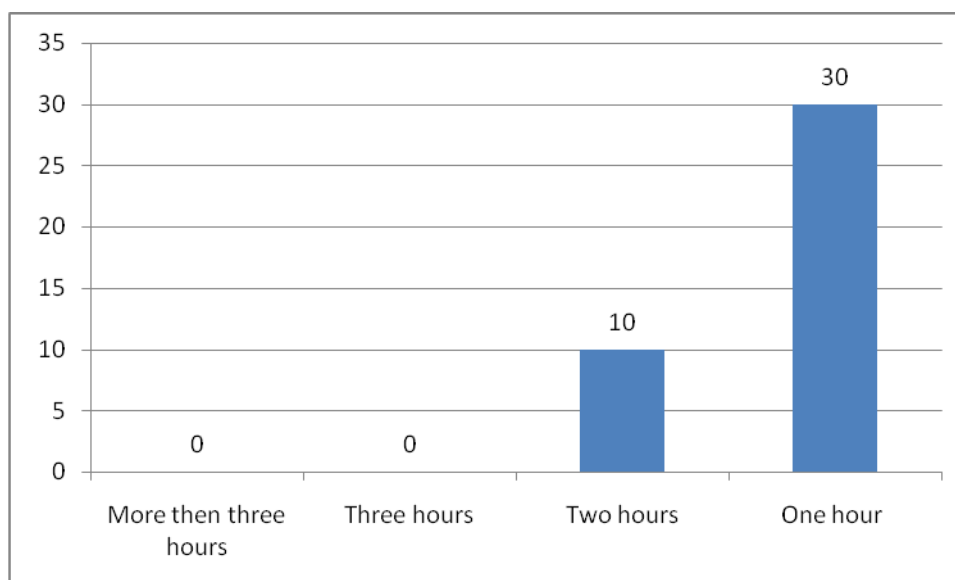


*Source: Field survey 2016*

Figure shows that 15 respondents reported that the library function is fair, 12 respondents reported that the library function is poor, 10 respondents reported that the library function is good and 3 respondents reported that the library function is excellent.

### 5.3  Information need

### 5.3.1 Time spending in library

A question was asked to the respondents that, to find out the time spending in library for reading purpose and most of the respondents spend 1 hour per a day in library for reading the documents. It has been shown in the following figure

*Figure 10: Time spending in library*



*Source: Field survey 2016*

According to respondents reply, it is noted that 30 respondents are spending time one hour per a day for reading documents, and 10 respondents are spending time 2 hours per a day in library.

### 5.3.2 Types of information needs

Ayurveda campus library users were asked to indicate the type of information source needs, which they used to seek information. Current information and guidance for further reading documents were the respondents need most. The respondents to this question are presented in table no ten.

*Table 10: Types of information needs*

| S. No. | Option | No. of respondents | Percentage |
|--------|--------|--------------------|------------|
| 1 | Current information | 13 | 32.5% |
| 2 | Guidance for further reading | 11 | 27.5% |
| 3 | Materials for up to dating knowledge | 9 | 22.5% |
| 4 | Simple fact data | 7 | 17.5% |
| | Total | 40 | 100% |

*Source: Field survey 2016*

It is noted that, 27.5% of respondents needed information on guidance for further reading documents, 32.5% needed information on current information,22.5% of respondents are needed for materials for up to dating knowledge and 17.5%of respondents are needed for simple fact data. Therefore their first information needs from library is current information documents.

### 5.3.3Purpose of using this library

A question was asked to the respondents about the purpose of information needs. The respondents' opinion regarding to purpose of their use of library, It is noted that all respondents used the information for to consult reference materials, to improve one's professional abilities, to update knowledge in the field of study, to read newspapers and magazines.

## 5.4 Opinion received from users

The library users gave their own opinion to researcher like increasing the number of latest publications and their efficient dissemination. Rest of the opinion made by the respondents in this regard is presented below.

- References materials are not inadequate and need to new edition text books, journals and research book.

- Need to enhancements of technology, information system and library should be maintained.

- Security system should be enhanced as reference books of Ayurveda if lost may not be available in market.

- Library should improve books and contents with its distribution service.

# CHAPTER: VI

## SUMMARY, CONCLUSION AND RECOMMENDATIONS

This chapter primarily aims at highlighting and discussing further some main points and arguments presented in the analysis. The researcher relate the discussions to research objectives and questions in order to establish the links between objectives, theoretical perspectives and analyses in order to discuss the discourses on the information seeking behavior of Ayurveda campus library user in the Tribhuvan University Ayurveda campus and their meanings in relation to the global discourses users. In addition, the researcher draw some conclusions, make some recommendations and show up some directions for further researches related to the information seeking behavior of Ayurveda campus library user in this chapter

### 6.1 Summary

Information seeking behavior is the behavior of an individual to get some information to fulfill his/her subjective information need. Information seeking behavior begins when someone realizes the information need and ends when that need is believed to have been satisfied.ISB consists of two methods: formal and informal. Formal method includes consultation of documentary sources like books, research report, study, dissertation, library catalogue etc. while informal method included discussion with expert, co-researcher, librarian, attending conference (National and International), seminar etc. All documents/resources are collected, organized, preserved and disseminate from library. So the library helps in ISB of any sort of clientele.

There are 150 students in this campus library user among them only 40 students are selected on this research. The samples were taken on the random basis where the users of different level were taken. Primary and secondary sources data were used for study. This study has used quantitative data questionnaire, field survey were used for the data collection. The data thus collected were presented on the tables and analyzed. The study has revealed that the changing scenario of advancement of the technology, people's reading habit has been change.

When researcher asked the respondents, about sources of information frequencies of their use; Importance sources of information; availability of collection in library in your subject interest? The researcher fined the 92.5% users are using text and references books, 47.5% of users' answers text and reference books are important and 42.5% answer inadequate collection of materials.

Another section was designed for information service; for that, researcher asked to respondents familiar with library; most familiar; lacking of library service;  searching information; type of information sources; using e-resources etc. According to collected data 90% of users familiar with library service; 37.5% are familiar with circulation service; 32.5% users used reference service; 7.5% display of documents; 7.5% current awareness service and 5% email-internet; and 37.5% of library respondents answered lacking of library services and 30% of answered lack of sufficient staff assistance.

Another section was designed for information need; for that researcher asked library time spend by users; type of information; propose of using the library. 75% respondents spend one hour per day for information seeking in library; 32.5% respondents answered need most current information; 22.5% users answered guidance for further reading; 22.5% users' materials for up to dating knowledge; 17.5% answered simple fact data.

## 6.2 Conclusion

The study was conducted to find out the information seeking behavior of students Ayurveda campus library based on data analysis and finding of the research study the following are the conclusion made

- Ayurveda students visited the library to seek information on their class room courses and use related text books to search their information.

- The students were able to find their information directly from the shelves and only few of them used the library data based system.

- The students also used medical journal, periodicals and online medical data based fine there information.

- Medline and Pub med e-resources were used to search information.

- Internet facility was the list popular service; only 12.5% students to finding information, bibliography data based online medical data based, online journals, and new update in their class room course due to lack of internet facilities.

- The students thought the library had inadequate resources for their information needs almost 42.5% of students thought that inadequate resource collection.

- Many students demanded that reference service should be provided by the library. Services like abstracting, indexing, user awareness; circulation was also demand by the students.

- The main propose of their library visit was to consult books and to borrow them. They also used reference sources to complete their class room assignment.

- To provide data services to the students by the library, unlimited internet access was demanded and was the most preferred service to the added in the library.

## 6.3  Recommendations

Based on above mentioned finding, the researcher mention recommendation as follows

- New edition text & reference books, magazines and newspapers, research reports, abstracts, government publication are highly demanded documentation of library users. Therefore, increase the volume of these books and documents should be increased.

- Collection of the documents should be increased to meet the general as well as specific needs (for BAMS and MD level users) and interest of the users and collection of current publication.

- For effective utilization or familiar of the services, library has to organize orientation services to their new members/users.

- For information retrieval library staff are helping there users and this reveals that the relation between staff and users is strong.

- Many users want increase the time spent in library, so that the library timing should be increased and enhancement of the technology and information i.e. e-library system, internet services etc.

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*Tribhuvan university Ayurveda campus website: www.jiom.com.np*

*Tribhuvan university Ayurveda campus website: www.iom.edu.np*

**Questioners for Library's Students**

I am intending to carry a research study entitled on **"Information seeking behavior of Students: Tribhuvan University Ayurveda Campus Library"** with the implication for knowing the information seeking behavior of Ayurveda Campus. The purpose of study is to find out your views about the library collection, services and most needed requirements and your valuable recommendations. For this reason, I would like to request you to give your valuable cooperation. The information received will be kept confidential and used for research work only.

Kumari Laxmi Bist
Tribhuvan University

**Please put tick mark wherever box is available ( ) and write your opinion whenever necessary.**

**Date: _____**

**A. 1.Profile of the Respondents**
Name:
Age:
Sex:
Cast:
Occupation:
Marital Status:
Education:

**B. Information Collections:**

1. Please rank (1, 2, 3...) the following sources of information according to the frequency of their use.

    ( ) Abstracts

    ( ) Fiction

    ( ) Government publication and official statistics

    ( ) Magazines and newspapers

( ) Periodical/ Journals

( ) Research reports

( ) Textbooks and reference books

( ) Others, please specify ……………………..

2. Please rank (1, 2, 3…) the important sources of information.

( ) Abstracts

( ) Government publications

( ) Internet

( ) Magazines and newspapers

( ) Periodicals/ Journals

( ) Research reports

( ) Textbooks & Reference books

( ) Others, please specify …………………………

3. What do you think about the availability of collection in library in your subject interest?

( ) Adequate           ( ) Excellent

( ) Fairly adequate      ( ) Inadequate

## C. Information Services:

1. Are you familiar with services provided by the library?

( ) No           ( ) Yes

2. If yes, which of the following services have you been mostly using?

( ) Abstracting and indexing service

( ) Circulation service

( ) Current awareness service

( ) Displays of new documents

( ) E-mail and internet

( ) Reference service

( ) Reprographic (photocopy) service

( ) Translation service

3. Is the library service compatible to your need?

( ) No                    ( ) Yes


4. If not, what is lacking?

( ) Availability of documents

( ) Lending system

( ) Staff assistance

( ) Timeliness of services

( ) Other, please specify: ………………………………………


5. Which resources are using mostly for searching information?

( ) Circulation Service

( ) E-mail and internet

( ) Reference service

( ) Reprographic (Photocopy) service


6. What are the different types of information sources required meet your study?

( ) Book

( ) Reference book

( ) Monograph

( ) Periodicals

( ) Thesis


7. Which of the e-resources are using the library?

( ) HINARI

( ) MEDICINE

( ) Pop Line

( ) Pub Med

( ) Others

8. Which journals are using mostly for searching information?

( ) DOAJ

( ) Nap Jol

( ) Asia Jol

( ) Others

9. Does your libraries have a computer?

   ( ) No                     ( ) Yes

10. If yes, for what purpose the computers are being used?

   ( ) For databases

   ( ) For e-mail and internet

   ( ) For information searching

11. How do you get the information form library? (Please tick on the appropriate box)

  ( ) Directly from book racks

  ( ) With the help of library staff

  ( ) With the help of catalog cards

  ( ) With the help of computer

  ( ) Other method, if any………………………….

12. What types of information service do you prefer most as offered by the library?

  ( ) Abstracting/ Indexing

  ( ) Circulation

  ( ) Display board service

  ( ) Newspaper clipping service

  ( ) Reprographic (photocopy) service

  ( ) Reference service (SDI and CAS)

13. What do you think about the functioning of library?

  ( ) Excellent               ( ) Fair

  ( ) Good                  ( ) Poor

**D. Information needs**

1. Are you a regular visit to library, if yes, how many hours do you spend in the library per day?

    ( ) 1 Hrs

    ( ) 2 Hrs

    ( ) 3 Hrs

    ( ) More than 3 Hrs

2. Which type of information do you need most?

    ( ) Current information

    ( ) Guidance for further reading

    ( ) Material for up-to-dating knowledge

    ( ) Simple facts data

  ( ) If other, please specify ……………

3. Please mention your purpose of using this library.

    ( ) To consult reference materials

    ( ) To improve one's professional abilities

    ( ) To update knowledge in the field of study

    ( ) To read newspapers and magazines

    ( ) For all purpose

4. If you have any suggestion to improve the library, please mention here

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# CURRICULUM – VITAE

Name: Kumari Laxmi Bist

Adress: RithachaupataV.D.C.- Darchula Distict

Contact:

      Mobile No. 9841436327

      E-Mail: joshi.laxmiktm@gmail.com

Nationality: Nepali

Sex: Female

Date of birth: 22 January, 1983

**Education:**

2017: Master in library and Information Science, T.U. University Campus, Kirtipur,

     Kathmandu, Nepal

2009: Bachelor in Education,Siddhanath Multipal Campus-Mahendranagar, Kanchanpur,

    (T. U.)

2001: Intermediate in Education, Mahendra Ratna Campus Tahachal, Kathmandu

    (T. U.)

 2056 BS:  School Leaving Certificate, SLC Board Nepal


**Non academic qualifications**

- Training of  Basic Computer course i.e
    - MS- Word,
    - Ms-Excel,
    - Power point
    - E-mail and internet,