

**INFORMATION SEEKING BEHAVIOR OF CONSTITUTION
ASSEMBLY MEMBERS ON PARLIAMENTARY LIBRARY AND
CENTRE FOR CONSTITUTIONAL DIALOGUE**

**A thesis submitted to the
Central Department of Library and Information Science
in partial fulfillment of the requirement for the
Master's Degree in Library and Information Science**

**Submitted by
LALIT PRASAD BIST**

**Central Department of Library and Information Science
Faculty of Humanities and Social Sciences
Tribhuvan University
Kirtipur, Kathmandu**

2010

LETTER OF RECOMMENDATION

This is to certify that the thesis submitted by Lalit Prasad Bist entitled “INFORMATION SEEKING BEHAVIOR OF CONSTITUTION ASSEMBLY MEMBERS ON PARLIAMENTARY LIBRARY AND CENTRE FOR CONSTITUTIONAL DIALOGUE” is an original work prepared under my supervision and guidance. I, hereby, recommend the thesis for final approval.

.....

Mr. Rudra Prasad Dulal

Thesis Supervisor

Date:

LETTER OF ACCEPTANCE

The thesis prepared and submitted by Lalit Prasad Bist entitled “INFORMATION SEEKING BEHAVIOR OF CONSTITUTION ASSEMBLY MEMBERS ON PARLIAMENTARY LIBRARY AND CENTRE FOR CONSTITUTIONAL DIALOGUE” has been evaluated and accepted as a partial fulfillment of the requirement for the degree of Master of Arts in Library and Information Science.

Approval committee

.....
Mr. Rudra Prasad Dulal
Thesis Supervisor

.....
Mr. Raju Shakya
External Supervisor

.....
Dr. Madhusudhan Karki
Head of Department

Date:

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Lalit Prasad Bist

M.Lib Sc.

Abstract

The thesis entitled "**Information Seeking Behavior of Constitution Assembly members on Parliamentary Library and Centre for Constitutional Dialogue**" has been carried out with the main objectives of finding out the information seeking behavior of CA members of Nepal. Two libraries, namely Parliamentary library and Centre for Constitutional Dialogue have been focused along with the CA members who visit there for information seeking purpose. Information seeking behavior or pattern of using information systems and centres depends on a numbers of factors. Some of these are closely related to the personal characteristics and traits of users, where as some depend on the information centre and the information systems. These have types of activities related to the information centre have not been carried out so far. Therefore, keeping this problem in mind, the present study has been carried out. The study has been conducted from two libraries (Parliamentary Library and Centre for Constitutional Dialogue) including to 60 respondents. The individual pattern of information seeking behavior of CA members have not been included and that has been clarified in the limitation of the study area. The extended objectives regarding collection development, services, users' demands and problem faced by them have been clearly included in the present study. Some technical terms have also been defined in this study.

Related sixteen literatures have been reviewed in the concerned chapter. The study has focused on the ISB of CA members and for those, two special libraries have been selected. The sample of population is taken CA members as respondents. Among them 35 are from PL and 25 are from CCD. They have been selected randomly to make the research more uniform and valuable. The researcher has used a set of questionnaires and observation as his basic instruments of research. The questionnaire has 5 sections and 19 questions including a cover letter clarifying about the work. Section one consists of personal information of respondents, section two consists about information collection, section three consists information services provided by libraries, section four consists information needs and last section of questionnaire consisted problem faced by CA members while seeking information on library. The methodologies used to conduct the research are direct filed observation and structured questionnaire. The collections of primary data has been analyzed quantitatively by

using statistical tools such as: tabulation, pie chart and diagram with their detail interpretation.

The majority finding of the study shows information being served by the library. Therefore, 70% of the CA members have been using both the libraries for seeking the information, 37 % have frequently used newspaper and 43% reveal that the internet is the most important source to know the information. Therefore, the use of internet is the library in increasingly high. Collection development of the library for information seeking is not adequate. 60% CA members expressed that the collection of library is fairly adequate. Al most all CA members have replied, they are familiar to library services and 36% agreed that CAS is the most familiar service of the library. Due to increasing demands of internet and e-mail both the libraries have used computer and 53% CA members have been using computer for searching information. For information seeking, library staff has played important role because 68% of CA members retrieve information in library with the help of library staff. Library offers many services to their user and CA members need to select, quick and pinpointed information from library. Regarding the function of library, most of respondents (60%) expressed that the library function is good. CA members are busy person, due to time constraints many CA members spending time in libraries is 5-10 hours a week in library for information seeking. They spent many time for reading political related documents, constitution drafting related documents, newspaper and magazine and government publications. The study shows that most of the CA members are not fully satisfied with the collection of the library because majority (68%) of them are facing common problem while information seeking in library i.e. wanted books and documents are unavailable. Therefore, to overcome this problem of the respondents both the libraries have to increase the latest volume of publications.

Basing upon the obtained data, its analysis and summary of the study, necessary recommendations have been made. In short, both the libraries have to facilitate physical facilities for comfortable use of the library. Similarly, documents relating to political science subjects should be added. However, the demands in CAS, newspaper clippings, power back up for internet are the demand made by CA members, are quiet reasonable. This fact also has been recommended for fulfillment.

Reference, appendices and curriculum vitae of the researcher have been included at the end of the thesis.

Keywords: *Information seeking behavior, CA members*

Lalit Prasad Bist

Dedicate to

Dedicated to my father Dashrath Bist (late)

**“Library may not create civilization; but a civilization cannot exit without them”
Hutching**

PREFACE

This research work carried out on through the use of Parliamentary Library and Centre for Constitutional Dialogue, primarily focused on the information seeking behavior of Constitution Assembly members. Everyone needs the information and library is the right place where information resources are available. The main objectives of the study are to find out existing collections, information sources, services, and problems faced by libraries. To present the real facts, figures and the data, this study has been organized in six chapters.

The first chapter deals with introduction which included introduction of the study, statements 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.

The second chapter deals with review of literature i.e., studies on previous relevant literature.

The third chapter deals with detailed background information on the study, which includes two special libraries.

The fourth chapter is related with research methodology, which includes research design, population of the study, sampling techniques, data collection procedure and data analysis procedure.

The fifth chapter deals with analysis, presentation and interpretation of findings from data of the selected special libraries.

The sixth chapter deals with summary, findings and recommendation, which are presented in summarized form. The study has recommended certain points for the future improvement of the libraries. Reference, appendices and curriculum vitae of the researcher are included at the end.

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LIST OF ACRONYMS

AD	Anno Domini
ALA	American Library Association
ARNEC	All Round National Education Commission
BC	Before Christ
BICC	Birendra International Conference Centre
BS	Bikram Sambat
CA	Constitutional Assembly
CAS	Current Awareness Service
CCD	Centre for Constitutional Dialogue
CDLIS	Central Department of Library and Information Science
CDS/ISIS	Computerized Documentation System/Integrated Set for Information System
IT	Information Technology
ISB	Information seeking behavior
NEC	National Education Commission
NPA	National Planning Commission
SDI	Selective Dissemination of Information
SPCBN	Support to Participatory Constitution Building in Nepal
TUCL	Tribhuvan University Central Library
UNDP	United Nation Development Program
UNESCO	United nation Educational, Scientific and Cultural Organization
US AID	United States Assistance

1. Chapter: INTRODUCTION

1.1 Background of the Study

An obligatory introduction to libraries of special libraries seems to be a reference to the collection of clay tablets assembled in Nineveh by the Assurbanipal (668-625 B.C.). During his reign as King of Assyria, Assurbanipal had decreed that a collection of approximately 20,000 clay tablets be assembled and organized. If for the moment- one accepts two commonly applied characteristics of special libraries today (special subject collection intended for special groups of users), Assurbanipal's collection may truly have been the first special library. Oppenheimer regards the nonarchival part of the collection (approximately 1,500 texts) to be geared to the needs of diviners and those specialized practitioners of magic who were responsible for the spiritual security of Kings and other important persons. Clay, papyrus, vellum and paper have been the materials commonly used for written records. Perhaps our knowledge of Assurbanipal's collection is the result of the Assyrians; use of baked clay, which did not deteriorate as other materials would have deteriorate. On the other hand, pictographic writing had been developed earlier in the Mesopotamia, ca. 4000 B.C. out of these pictographs there was then developed a cuneiform writing which was quite suitable for inscription on clay tablets before they were baked. In 330 B.C., when Alexander the great set fire to the Persepolis, hundreds of copies of Avestan religious tablets were destroyed. Ctesias, a Greek scholar and physician, stated in his "Persica" that he conducted research studies in the Royal Libraries of Achaemenian King, Avtaxerxes. Several special libraries in the area have been identified. The Gondi Shahpour University had the best collection of any medicinal library in the 5th and 6th centuries A.D. four hundred thousand manuscripts on mathematics and astrology were collected in the library of Maragheh Observatory at Azerbaijan. In Egypt during the era of the Old Kingdom (2700-2200 B.C.) literature had begun to flourish. Writing had progressed from the pictographic stage through symbolic and syllabi stages to the alphabetic stages before Dynasty have been identified but those appear to be government archives. Asia as a location early specialized libraries. In China the first written documents, found at a Yang, are dated shortly after 1400 B.C., in the Shang Dynasty. Three libraries serve as examples of specialized libraries attached to temples in the three Asian nations:

- The library of Buddhistic scriptures at Hein's Temple in the Republic of Korea,
- The library of the Temple of the Tooth in Candy, Sri Lanka, and
- The Vat Sisaket Pagoda Library near the Vientiane, Laos. (Frank E. McKenna, 1980)

The word library has been used in English language since medieval period. In the context of Nepal the word 'Pustakalaya' (Library) has been established almost for the same period in the passing of time, the library became an indispensable organization of educated and civilized society. Hutching has said "library may not create civilization; but a civilization can not exit without them". Since ancient times and until our days the activities of libraries, in its essence, is in separately linked with education. And such libraries are treated as temples of learning where users can find out relevant information from the collections to satisfy the thrust of knowledge.

The emergence of libraries is the outcome of the ideas of civilized members of the society. The educated circle felt the need of a place where they wanted to keep all the written records of whatever sorts and in whatever forms of protection and preservation. Protection and preservation were especially being done to get the relevant records when they required them. Those were not only the aims of the libraries. The civilized ancestors were of the view that the libraries could be an effective means to gather the wealth of information generated by man over the years for the present and for the prosperity.

With the process, many libraries came into existence to serve the needs of the society. Their form, character, purpose, function and service have been determined by the needs of the society they serve. The needs of the society have been diverse, in nature, having grown out of the varied conditions that existed in every society from period to period. Thus, the social, intellectual, cultural, political and economic environments played important roles in growth and development of libraries (Karki, Madhusudhan, 2000).

Nepal has been well known for its untold treasures in manuscripts of Hindu culture preserved in the Temples, Gompas and Chaityas. Hence, it can be said that

Nepal is also a country with an ancient library tradition. Libraries though not in modern sense, also existed in the very old times. However, Nepal lay undistributed by the modern library development of the western countries till 1950 A.D. due to the strict isolated policy of the then ruling Ranas. Therefore, the library in the modern sense came into existence in Nepal only in 1963 (Mishra, Shanti, 1973). Before the public movement to overthrow the Ranas in 1951 A.D.; some personal libraries such as Bir library, Singha library, Keshar library on their personal collections. These libraries were not accessible to the public. In 1956 A.D., the report of National Education Commission (NEC) highlighted on the establishment of the central library. There was an agreement between Government of Nepal and United State assistance to open a central library under the leadership of Dr. E.W. Erickson. The library was formally open in June 1959.

As the time passed on All Round National Education Commission (ARNEC) in 1962 A.D. gave fixed direction and managed the same rules and regulation to establishment of libraries. It also categorized the libraries according to the number of book as follow:

- Class A: 1000 and above books
- Class B: 500 and above 1000 books
- Class C: 301 and above 500 books

It suggested that there must be a good library in every academic institution. All the recommendations were good for the development of libraries in Nepal but its implementation was not so effective (Nath, Haribhakta, 2002).

With the advance of democracy and formal education system, the library gradually turned toward the service-oriented direction. Now, efficiency of a library is evaluated by the service provided to its users. In the present time, libraries are categorized under many sub groups like public library, academic library, national library, special library, personal library, special library, according to their goals during setup and provision of services of clientele.

The role of special libraries for research activities has long history in the global context. But Nepal remained in the Dark Age for longer period. Therefore, the

importance of special libraries was not realized up to the year 1950 AD. After the establishment of democratic government in Nepal many national and international organizations and government offices were established. Such organizations and offices had started libraries and information center for the achievement of organizational goals. Some special libraries established in between the period 1951-1958 AD which led initiated library services to the special users were Parliamentary Library (1953), Madan Puraskar Library (1956), Royal Nepal Academic Library (1957), Nepal Rastra Bank Library (1957), Royal Palace Library (1959), US Aid Mission Library (1957), National Panchayat Library (1957) (Manandhar, Krishna Man, 1981).

Special libraries are those maintained by associations, government services, parliament, learned society, research institutions (excluding university institute) firm, industrial enterprises, chamber of commerce etc; or other organized groups, greater part of their collections being in a specific field or subject, e.g. botanical science, soil science, forestry, medicine, engineering, and so on ((International Organization for Standardizations, 1982).

Special library 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).

Scholarly libraries maintained by private bodies. Particularly in socialist countries, those academics may be created and at least partly supported by government. The term 'special library' is at best ambiguous and is applied to libraries undertaking to serve only a limited subject interest; it may be the library of corporation, a government department, or a division of a university. Special libraries are closely related to and are often indistinguishable from, information centers. They tend to be non-conventional in their practices, creating, for e.g. their own rules for cataloging and classification.

Special libraries often attached to official institutions such as government departments, hospitals, museums and the 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, though they may be and often are large and wide-ranging in their activities, they cooperate widely with other libraries. They are largely concerned with communicating information to specialist users, in response to, or preferably in anticipation of, their needs. They have therefore been much 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 libraries have following characteristics:

Collections: Special collections, 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.

Information is the product of the human being in action. It may be abstract or concrete. When an individual being to think a variety of images and sensations across his mind. This makes some information to accumulate his mind and his memory retains some piece of knowledge (Prasher, R.G., 1991).

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. 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 setoff 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. Special libraries are largely organized to provide documents on demand and give specific answer 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 (Krishan Kumar, 1987).

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 have been satisfied. The seekers turn to formal and informal source of information and are ultimately satisfied and dissatisfied with the results. ISB tend to differentiate between immediate needs, the related activities of which are deemed ISB and deferred need. Thus, ISB is a natural and necessary mechanism of human mechanism. ISB is the purposive seeking for information as a consequence of a need to satisfy to some goal.

The research entitled of “Information seeking behavior of Constitution Assembly (CA) Members on Parliamentary Library and Centre for Constitutional Dialogue (CCD)” is conducted on two special libraries. Both, selected special libraries are located in Kathmandu.

1.2 Rationale of the Study

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 in decision-making 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 are two libraries very closely related to provide information to very high profile users/members of Constitution Assembly (CA). Further more, the CA members are waiting to make right decision for the benefit of mass people. The general public is curious to know the information seeking behavior of CA members. In this regards two libraries are also awaiting eagerly to provide information to their potential users in demand and in anticipation. But, here the problem is that no one has studied the information seeking behavior of CA member and on the other side, the organization and management aspect of the library also has not been studied. Therefore, if a study is carried out keeping both the issues 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 with the following question:

1. Whether the libraries are capable of fulfilling the information seeking behavior of the Constitution Assembly (CA) members with the existing collection of document?
2. Are the CA members familiar and satisfied with services rendered by the libraries?
3. If not, what steps should be taken up by the libraries to satisfy the CA member information needs of present as well as the future?
4. What types of problems are the CA members facing during the use of the libraries?

1.3 Objectives of the Study

a) General Objective:

The general objective of the study is to explore the information seeking behavior of Constitution Assembly members related to information centres on Parliamentary library and Centre for Constitutional Dialogue.

b) Specific Objective:

The specific objectives are:

1. To find out the collection development of the library,
2. To find out existing information services of libraries,
3. To identify the users information seeking behavior, needs and demands of libraries,
4. To find out the problems faced by the user while using the libraries.
5. To make necessary recommendations basing upon the finding from the present study.

1.4 Scope and Limitations of the Study

Information seeking behavior or the pattern of using information systems and centres basically depends upon two factors. 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 centres 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 primarily upon the CA member's information seeking behavior in two special libraries of Karthmandu Valley. In this case, the percent of participation has been found good but the numbers of persons included in the study are 60 CA members. The length of time covered in this study is three months (January to March 2011). 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, users demands and problem faced while seeking information from library. Literature and other sources of materials are included, which were concerning about Special libraries, Departmental libraries,

Central Department of Library and Information Science (CDLIS), Kirtipur, Tribhuvan University Central Library (TUCL) and others.

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 CA members. The significance of the proposed study has been described with the help of following points:

1. This study helps to identify the information seeking behavior of Constitution Assembly members.
2. Similarly, it helps to identify and enables to know the further improvement of collection and other resources.
3. The present work helps to identify the CA member's requirements, interest and their demands.
4. This study helps to update the library services, resource and facilities provided by the libraries to CA members.
5. The findings of the study can be helpful for the improvement of the present condition of the libraries and also for those who want to carry out further research in this field.

1.6 Definition of Terms/Glossary

Bibliographical Services: The facilities producers and device, which are users to produce a bibliography consisting service of publication or bibliographical information as, requested

Current Awareness Service (CAS): A current awareness service is a device of the information promptly as soon as possible after publication but before sources, of current literature on a board subject field or on an area in which a manner, volume and rhythm intended to facilitate or cultivate current approach to information. In the context of library the time limit should be after the receipt of the publication but well before the receipt of the secondary publications containing them (Guha, Bimalendu, 1993)

Database: Any systematically ordered collection of information, usually stored on computer files or on CD ROM. Data is generally structured so that it can be sought and retrieved automatically.

Documentation List: List of documents listed together for some purpose. The purpose is usually to bring to the notice of a reader an exhaustive or select list of documents relevant to the pursuit of his enquiry or study.

Government: Government as corporate body with full or limited sovereign power over a territory. It has generally functions of execution, legislation, justice and administration. Other functions as defense, taxation, regulation of commerce, public transport, communication, etc. will vary with the degree of limitation in the sovereign power.

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

Information Behavior: According to Wilson information behavior needs to include at least three elements to fulfill its definitions, "an information need and its drivers, the factor that offers the individual's response to the perception of need and the processes or action involved in that response."

Information Seeking: According to Ochoa- 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 to the problem or task domain, knowledge, skills specific to a system and knowledge and skills regarding information seeking.

Information Seeking Behavior: A widely accepted definition amongst scholars is that information-seeking behavior begins when someone realizes the existence of an information need and ends when that need is believed to have been satisfied (Krikelas, 1983). The seeker turns to formal and informal sources of information and is ultimately satisfied or dissatisfied with the end result (Wilson, 1999). 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).

Information Service: Library information centre process information bearing documents and organize them for use to those who seek it. A library makes extensive

and intensive efforts to inform the users what information is available in what document through its various bibliographical and documentation services (Prashar, R. G., 1991).

Information Technology: The application of computers and other technology to acquisition, organization, storage, retrieval and dissemination of information (Kemperaju, T. D. and Myainhoga, Enstantine M., 2001)

Library: A library is a collection of information in different forms printed, non-printed, published, unpublished materials, including audiovisual. The collected materials are catalogued and arranged to ease users for document / information search.

Selective Dissemination of Information (SDI): According to H.P. Luhn, selective dissemination of information service is that within an organization which concerns itself with the changing of mine items of information, from whatever source, to those points within the organization where the probability of usefulness in connection with current work or interest is high (Forozan Behrouza A., 2003)

Special Library: Special libraries are those maintained by associations, government services, parliament, learned society, research institutions (excluding university institute) firm, industrial enterprise, chamber of commerce etc, or their organized groups, greater part of their collections being in a specific field or subject and so on. (International Organizations for Standardizations, 1982)

User: The consumer / navigator of information.

1.7 Organization of the study

The study has been organized as follows: -

The first chapter deals with introduction, which includes introduction 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.

The second chapter deals with relevant studies, i.e.the,- review of literature. The saying and opinions of the experts are coated in different places according to their relevancy.

The third chapter deals with understanding of the subject. The historical background and present conditions of the Parliamentary Library and Centre for constitutional Dialogue (CCD), their collections, facilities and services provided to the CA members have been depicted clearly in this chapter.

The fourth chapter deals with research methodology which includes research design, population of the study, sampling techniques or 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.

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 profession. At the end supplementary sections as bibliography and appendices are provided

Organization of research study drawn on following way:

Organization of the study

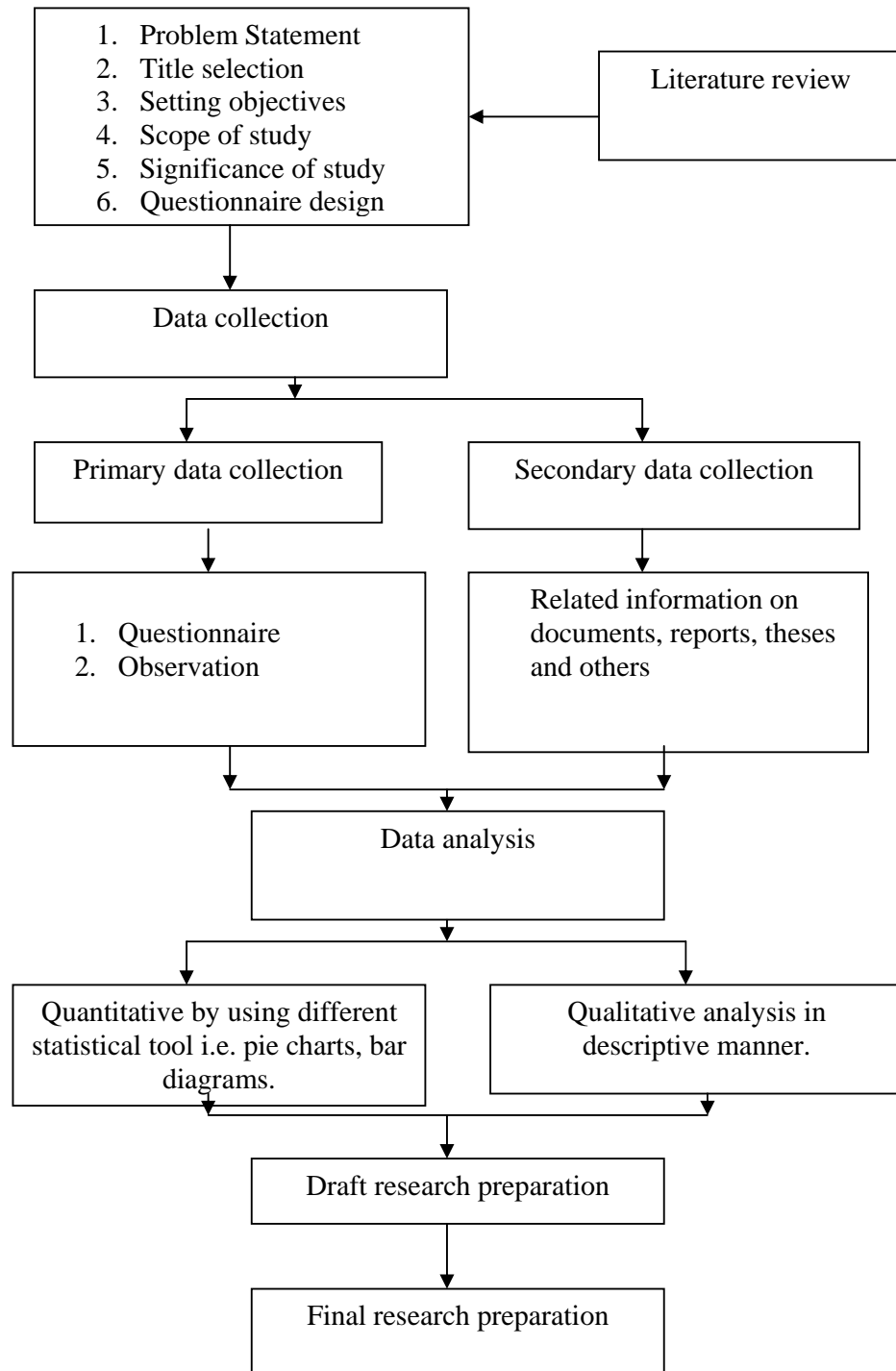


Chart-1: Flow chart of the study

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2. Chapter: LITERATURE REVIEW

Review of literature means reviewing research studies or other relevant propositions in the related area of the study so that all the past studies, their conclusions and deficiencies may be known and further research can be conducted. It is an integral and mandatory in research work. The main reason for a full review of research in the past is to know the outcomes of those investigations in areas where similar concepts and methodologies had been used successfully (Joshi, P R., 2003).

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, H. (1998). *Synthesizing Research: A Guide for Literature Reviews*)

Most often associated with academic-oriented literature, such as theses, a literature review usually precedes a research proposal and results section. Its ultimate goal is to bring the reader up to date with current literature on a topic and forms the basis for another goal, such as future research that may be needed in the area.

A well-structured literature review is characterized by a logical flow of ideas; current and relevant references with consistent, appropriate referencing style; proper use of terminology; and an unbiased and comprehensive view of the previous research on the topic. (Cooper, H. (1998). *Synthesizing Research: A Guide for Literature Reviews*)

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, J.L. (1999). *Writing Literature Reviews.*)

A literature review can be just a simple summary of the sources, but it usually has an organizational pattern and combines both summary and synthesis. A summary is a recap of the important information of the source, but a synthesis is a re-organization, or a reshuffling, of that information. It might give a new interpretation

of old material or combine new with old interpretations or it might trace the intellectual progression of the field, including major debates. And depending on the situation, the literature review may evaluate the sources and advise the reader on the most pertinent or relevant.

Literature reviews provide with a handy guide to a particular topic. If we have limited time to conduct research, literature reviews can give an overview or act as a stepping stone. For professionals, they are useful reports that keep them up to date with what is current in the field. For scholars, the depth and breadth of the literature review emphasizes the credibility of the writer in his or her field. Literature reviews also provide a solid background for a research paper's investigation. Comprehensive knowledge of the literature of the field is essential to most research papers. (Galvan, J.L. (1999). Writing Literature Reviews.)

During review of literature, different kinds of written documents namely books, periodicals theses, report, browsers, 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.

2.1. The concept of information

Utter (1999) defined information as data value in planning, decision making and evaluation of any programme. He goes further to say that it is a data that have been 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) 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). And to Dervin and Nilan (1986:16) 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) as something which students need during their studies when they construct meaning about the subjects in the process of learning.

2.2 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 a: 39), where he posited that a general model of information behavior needs to include at least three elements:

- a) An information need and its drives, i.e. the factors that give rise to an individuals perception of need
- b) The factors that affect the individuals response to the perception of need
- c) The processes or actions involved in that response

In this regards, Taylor (1999: 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:

2.2.1 Information needs

This is understood 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 and Oddy, 1982), or gaps in individual's knowledge in sense make situations (Dervin and Nilan, 1986). For a person to experience an information need, there must be a motive behind it (Wilson, 1997).

2.2.2 Information seeking

Ikoja-Odongo and Ocholla (2004) 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 and Guy, 1997). This activity may be actively or passively done when taking steps to satisfy a felt need (Ikoja-Odongo, 2002). Andersen (2000) in another dimension noted that research on information seeking has looked at how individuals go about finding the materials they needs.

2.2.3 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 (1990:361 in Kakai et al, 2004) 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. Fister 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 (Fister,

1992;168). Wilson's 1996 model noted that in the process of seeking information, problems are encountered. While Taylor (1990) also 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.

2.3 Library survey

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 have been carried out to raise public awareness of the needs of school libraries, thus generating political support. Some national school library surveys have been 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 have been done previously. The document also includes two very extensive bibliographies. One is on surveys that have been 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 Klara Hannesdottir, 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 (Maurice B. Line, 1967).

Munsi, M. Nasuriddn and S.M. Zabed Ahmed 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 have been 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 (Munsi, M. Nasuriddn and S.M. Zabed Ahmed, 2000).

2.4 User's studies

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, Bimalandu, 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.R., 1991).

An author Joseph, O Aina conducted research with objectives of the usage pattern of the government publications that form a part of the information materials needed by users of the Ilorin branch of the national library of Nigeria. The data collected for the study based on a questionnaire and personal examination of the request forms completed by users and after checking of library records. He concluded that the male and people who were between the age of 31 and 40 and the researchers are the most frequent users of the government publications collection. With the usage pattern of the various types of government publications, annual reports came first in order of item consulted. It was followed by technical papers. He founded that current awareness service should be introduced by document librarians so that the information contained therein is disseminated even when not requested for by users. The closed access system which makes it impossible to browse should be de-emphasized. Serious users could be led into the stacks by a library staff since the use of the catalogue may be inadequate it itself (Joseph O Aina, 1997).

B.S. Biradar and B.T. Sampath Kumar attempted to evaluate the services and facilities offered by the DVS Polytechnic college library, Shimoga. Result shows that 37.5% students and 46.88% teachers are satisfied with lending service and 48.75% students and 50% teachers respectively have good opinion about book bank facility of the college library. It is found that present system of services offered by the department libraries is inadequate so introduction of traditional services like inter library loan, currents awareness services are a must to meet the needs of the users as well as optimum utilization of available resources (both digital and printed) (B.S. Biradar and B.T. Sampath Kumar, 2000).

Gupta, Anuradha mentioned a user's survey report, compiled from the data collected through a questionnaire cum interview method, conducted upon a group of selected officials of gazette grouped. A category of civil servants, attached with prominent ministries and departments of government of India. The report indicates that majority of government of India officials were regular users of their departmental

libraries. They were, however, not dependent upon their departmental libraries alone and were using other libraries also. Mostly of the users were interested in one or the other aspects of social sciences. Books and periodical literature both were equally in use. Official used library resources for their official and recreational needs. Some of them had special interest in studying specific subjects. They were found to be generally satisfied with the collection and services of the departmental libraries. However, most of users favored comprehensive collection, and better physical facilities. Users' awareness about the specialized library services needs had to be taken care of. The study stresses the need for providing assistance to potential users through interaction, library orientation and manuals. It also suggests for organized collection developments, congenial physical facilities and resource sharing (Gupta, Anuradha, 1997).

Shokeen, Ashu and Sanjay K. Kaushik conducted the study to investigate information seeking behavior of social scientists working in the universities located at Haryana. The data survey was collected through a structured questionnaire. The result shows that qualification, teaching experience and status do not have any effect on the visits to the library by the social scientists. Periodicals were most used and most important sources of information. Browsing is the first preferred method of searching the required information (Shokeen, Ashu and Sanjay K. Kaushik, 2002).

Uganneya, Solomon Achia and Jne Aba attempts to identify the information needs and information seeking behaviour of postgraduate students at University of Agriculture Makurdi, Nigeria. One hundred and sixty questionnaires were distributed to the post graduate students. The numbers of usable return were 140 or 87%. The result obtained in this study revealed that an overwhelming majority of the post graduate students in University of Agriculture Makurdi depend on formal sources of information (journals/periodicals) than informal sources (newspapers) for obtaining relevant data to their study. Although, the relative significance of informal sources to post graduate students in University of Agriculture Makurdi is reasonable high. For instance, informal academic interaction with colleagues ranked higher than books while conference/seminar/meetings ranked equal to books. This revealed that the informal sources of information need to be more developed for easy accessibility to information materials (Uganneya, Solomon Achia and Jne Aba , 2004).

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3. Chapter: FOCUS OF THE STUDY

3.1 Information Seeking Behavior

Information seeking behavior or the pattern of using information systems and centres depends on a number of factors. Some of these are closely related to the personal characteristics and traits of users, where as some depends on the information centre 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 objectives 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. Constitution Assembly members, scholar, students actively seek current information from various place. Therefore, the study focuses on the ISB of CA members of Nepal. Information is needed to meet the information requirement for bringing the huge change in the social, economic conditions, of mass people of country. CA members are very high profiles of the nation and everybody eagerly wants to know the ISB of CA members. Keeping in the above fact in the mind researcher focuses ISB of CA members. For this purpose researcher selected 60 CA members randomly out of 597 (10th Jan 2011) and study has been carried out basing upon two special libraries i.e. Parliamentary Library and Centre for Constitutional Dialogue. The library is most widely used source of information available to CA members and these two libraries should be aware of what kind of information is being sought.

3.1.1. Parliamentary Library, Singh Durbar

Brief History

The beginning of the present day Parliamentary Library can be traced back to 1953 when it started as a Record Keeping Section. In 1960, it was changed to Advisory Assembly Library and till 1990 it was known as Rastriya Panchayat Library. It was located on the floor above the then Lower House (House of Representatives) auditorium. After the restoration of multi-party democracy, with the establishment of the parliament, the library was designated as Research and Library Section, opening doors to different access to research in library operation and information sharing technology. At present, the library, as a separate section, is located on the second floor of the Parliament Secretariat Building, occupying nine rooms.

Since its founding, the library has been expanded with an increase in the number of staff members, books and other reference materials. This section at present has adopted, as its future plan, the idea to start research programmes.

In parliamentary affairs, the secretariat of the parliament is commonly known as the main information supporting organization, which is established under the constitution of the country. In order to accomplish successfully the important parliamentary tasks, including the operation of legislative procedure, orienting new legislators, providing advice, setting frameworks for debates, interpreting and transmitting the opinion of the executive to the members, the secretariat plays a significant role. In addition to this, the Legislature-Parliament Secretariat is responsible for facilitating the imminent needs of the members through its staffing in a competent manner.

In the above context the Legislature – Parliament Secretariat of Nepal possesses a common secretariat to provide all possible legislative, administrative, legal and information services. The secretariat is a permanent institution established under Article 61 of the Interim Constitution of Nepal 2007.

The Secretary-General of Parliament is appointed by President on the recommendation of the Speaker. The recruitment and conditions of services of other

employees are governed by the Rules of the Public Service Commission and the Civil Service Act. At present, the secretariat functions through various sections under the direct supervision of different divisional heads in which staff members serve with complete political impartiality. They are involved in varied works and provide support services for the procedural matters of the Houses, Security, Housekeeping, Information, Accounting, Reporting and many other works in the Chamber and in the Committees.

Library Staff

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

Library Collection

1) Books:

In general, there are about 13,000 books in Nepali, English, Hindi and other languages in the library. These books mainly cover a wide array of subjects like Political Science, History, Geography, Constitutions, and Laws. Besides these, the collection also contains books on other general subjects. Books have been shelved subject-wise by following the Dewey Decimal System.

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. In addition there is a collection of reference books in a separate room in the library. The reference collection includes volumes of Encyclopedia Britannica, Who is Who, Directories, Almanacs, Dictionaries, and Constitutions of different countries, Law books, Statistical Fact Year books, and others. Reference books and other reference materials, such as maps and atlases, cannot be taken out of the library.

2) Documents:

A collection of documents containing records of questions raised in the various sessions and likewise various proposals moved during various sessions of the parliament has been kept in a separate document repository room. Other documents, such as the records of the proceedings of sessions, daily business notices, copies of

bills and other official documents published by the Parliament Secretariat comprise the document collections.

Various other documents published by ministries, departments and other institutions have been included in the collection. There is a voluminous collection of documents containing collections of acts, rules and regulations published by the Law Ministry. Moreover, this document section contains official documents of parliaments of various countries. Documents published by INGOs and NGOs are also in the holdings.

3) Periodicals/Papers/Magazines:

As for periodicals and journals, there are about seventy titles inclusive of both national and international publications. The library has subscriptions to more than sixty-five monthly, fortnightly, weekly, and daily papers and magazines. These periodical holdings include both national and international publications published in English, Nepali and Hindi vernaculars.

Reading Room Facility

Parliamentary library has occupied nine rooms for collection and reading purpose. CA members are the main user of the Parliamentary Library. So library's service has been targeted to CA members. Parliamentary library has provided separate newspaper reading room, multimedia room, and discussion room for CA members. The Library has arranged documents in text section, reference section and separated periodical section also. In Parliamentary library, verbatim room is the most important in library where legislature parliament related document are collected.

Services provided

1) General Reference Service

Under general reference service the library provides access to the following types of information:

1. Quotations Encyclopaedias
2. Comparative Statistics
3. Geographical Information
4. Current Affairs Information

5. Preparation of Reference Notes, Background Papers

2) Book Issuing/Loan Service

The library allows the users to borrow books available in the library. When the users of the library require books or any other documents, which are not available in the library they are made available by borrowing them from other libraries. To make the service of the library as efficient as possible books are purchased regularly as and when required.

The book lending policy adopted by the library for the users is as follows:

Constitutional Assembly Members: Members can borrow two books at a time for a period of fifteen days.

3) Photocopy Service

The Library, having its own photocopying machine, provides photocopy services to the members of parliament the staff of secretariat only. Limited copies of photocopy services of books and documents as and when required by the users are provided.

Library Publications

Bibliography

The library publishes at regular intervals bibliographies of its collections. The bibliographical publications are primarily as follows:

- **New Books in the Library (in English):** The bibliography is published in three categories: by author's name, by the title of the book, and by subject. For the books in Nepali and Hindi it is published only by the author's name.
- **Library Report:** A report on various activities of the library is published regularly by the library.
- **Paper Clippings:** The library regularly develops a file of paper cuttings and clippings on various topics from the various papers and other publications received by the library.

Software used in library

The Parliament Library has been partially computerized since 1991. With the aid of a computer on-line-service management system the library has been providing quick and high quality services to the users. The CDS/ISIS database documentation system developed by UNESCO has been implemented in the library automation system in earlier and now all data of CDS/ISIS are converted to the Lib Info software. This computer program in the library provides primarily two major types of database services, namely:

1. Lib Cat (Library Cataloguing), which includes the book collection and bibliographic data, and
2. Perace (Periodical Accession), which includes records of journals and newspapers data.

Apart from the application of the computer in the computerized documentation service it has been applied in other general tasks of the library such as screen printing for writing notices/information, sorting of units of bibliography, categorizing of the books, catalogue card development of books, developing and printing of registers for the recording of books, magazines, periodicals and other publications.

Hours of Operation

10:00- 17:00 on Sundays – Fridays

(Closed on Saturdays)

Telephone: 977-1-4200152

E-mail: ib_poudel@yahoo.com

Website: www.can.gov.np

Location: Parliamentary Library

Singha Durbar, Kathmandu Nepal

3.1.2 Centre for Constitutional Dialogue (CCD), Baneshwor

Brief history

The Centre for Constitutional Dialogue (CCD) is a resource centre established to support Nepal's constitution making process through providing training opportunities, expert advice, information, dialogue space as well as promoting public awareness. The Center is located on the 3rd and 4th Floor of the CCD, where there are comfortable chairs and tables for use in reading the Center's volumes or reading newspapers or other materials. The Center contains over 3,000 volumes on constitution building and closely related subjects for reference use in research.

It is open to the Constituent Assembly members, civil society, and others, who are interested in the constitution making process. The CCD is an initiative by the UN Development Program (UNDP) project on Support to Participatory Constitution Building in Nepal (SPCBN). The Centre for Constitutional Dialogue (CCD) is designed to be an independent national institution to support Nepal's constitution building process through providing training opportunities, expert advice, information, dialogue space as well as promoting public awareness. The core funding of the CCD comes from a consortium donors led by the United Nation Development Programme (UNDP), with core funding coming from the government of Denmark. It is planned that the CCD should become economically self-sufficient over time. It offers a wide range of training related to the constitutional issues for Constitution Assembly (CA) members and civil society also. Topic for such training includes Constitutional Principles, Fundamental, Rights, Federalism and the state re-structuring. It also offers training on computer operation, language (Basic English), public speaking and medial relations, and leadership and management. CCD also organizes workshop, seminars, expert lectures and interaction programmes on a regular basis around different thematic area in collaboration with civil society institutions and NGOs. The areas include participatory constitution-building processes, children's rights in the constitution, state and religion in a secular constitution, the right to social justice and social inclusion, the status of women: women's rights in traditional societies etc. The CCD library is a one-stop knowledge hub for information and resource materials on issues relevant to constitution making in Nepal. It includes the collection of books, articles, journals, and audio-visual materials, etc. Some materials are made available

in 7 national languages (which includes Nepali, Newari, Tharu, Bhojpuri, Maithili, Tamang and Magar and English).

Library Staff

There are three staff on the Centre for Constitutional Dialogue (CCD), one Librarian, two Assistant Librarian and three staffs have been completed Master Degree in Library and Information Science from Tribhuvan University, Kirtipur.

Library collection

Centre for Constitutional Dialogue (CCD) is a reference library and documents are covered in following title:

1. Constitution
2. Democracy
3. Electoral system
4. Peace and conflict
5. Local governance
6. Good governance
7. Federalism and federal studies
8. Foreign relations
9. Economics
10. Political science
11. Social inclusion
12. Human rights
13. Law

1) Books:

In general there are about 3,000 books in Nepali, English and other languages in the library. These books mainly cover a wide array of subjects like Constitution, Democracy, Electoral system, Peace and conflict, Local governance, Federalism and federal studies, Foreign relations, Economics, Political science, Laws, Social inclusion, Human rights. Books have been arranged on shelved subject-wise by following the Dewey Decimal System. New books acquired by the library are regularly on display.

2) Documents:

A collection of concept papers by Constitutional Assembly of Nepal and eleven thematic issue papers are collected. Various other documents published by ministries, department political parties and other institutions have been included in the collection. There is a voluminous collection of documents containing collections of acts, rules and regulations published by the Law Ministry.

3) Periodicals/papers/magazines:

As for periodicals and journals there are 23 international journals in federal, constitution, political science, social inclusion related. These periodical and journals holdings include both national and international publications published in English, Nepali vernaculars. The library has subscriptions to monthly, fortnightly, weekly, and daily national and international papers and magazines.

Reading room facility

Library has provided comfortable rooming facilities to their user. There was separate room for Constitution Assembly member and other user. There is one big hall for reading to all, one for CA members with multimedia room with 3 internet terminals connected to more than 45 computers, one meeting hall.

Service provided

Centre for Constitutional Dialogue is a reference library and is especially provides service to CA members. So it provides customer focused library services to its users promptly through distribution lists and disseminating CCD publications. It provides fully equipped halls for CA members, civil society institutions, and NGOs to host meetings and discussions on issues relevant to the writing of a new constitution. Interpretation service is available on demand.

1) General Reference Service

Centre for Constitutional Dialogue provided following general services to Constitution Assembly members only:

1. Document delivery services
2. Content services
3. Press clippings services

4. Internet and email services
5. User education services
6. Photocopy services
7. Reference services
8. Newspaper article clippings

2) Book Issuing/Loan Service

This service of Centre for Constitutional Dialogue is only provided to Constitution Assembly members and books lending policy adopted by the CCD for the users is as follows:

Constitution Assembly Members: Members can borrow one book at a time for a period of seven days.

3) Photocopy Service

The Library, having its own photocopying machine, provides photocopy services to CA members only. Limited copies of photocopy services of books and documents as and when required by the CA members are provided.

Library publications

CCD has published following documents in English and regional 7 different languages:

1. State and Religion: Participatory Constitution Building Booklet Series No. 1
2. Federal System: Participatory Constitution Building Booklet Series No. 2
3. Human Rights: Participatory Constitution Building Booklet Series No. 3
4. Self Local Government: Participatory Constitution Building Booklet Series No. 4
5. Forms of Government: Participatory Constitution Building Booklet Series No. 5
6. Rights of Indigenous Peoples: Participatory Constitution Building Booklet Series No. 6
7. Minority Rights under the New Constitution: Participatory Constitution Building Booklet Series No. 7
8. The Independent Judiciary: Participatory Constitution Building Booklet Series No.

8

9. Recognizing Diversity and Social Inclusion in the Constitution: Participatory Constitution Building Booklet Series No. 9

10. Participatory Constitution Making Process: Participatory Constitution Building Booklet Series No. 10

Software used in Library

Centre for Constitutional Dialogue (CCD) used Liberty software to manage the information. Liberty3 is web-based information management solution software used by hundreds of individuals and organizations worldwide to achieve objectives.

Special, Liberty3 to manage access and share information resources in a secure, online environment. A scalable, high-performance solution, Liberty3 has proven ability to support the success of organizations and their users across a range of industries, making it a secure and low-risk solution for your library.

Hours of Operation

9:00- 17:30 on Mondays – Fridays

(Closed on Saturdays and Sundays)

Telephone: 977-1-4785998 / 4785486 / 4785466

Facsimile: 977-1-4785487

E-mail: info@ccd.org.np

Website: www.ccd.org.np

Location: Alfa Beta Complex, 3rd & 4th floor

Buddhanagar, Kathmandu

References

Annual report (2007). Nepal Parliamentary Library; Kathmandu, Nepal.

Centre for Constitutional Dialogue's brochure.

Rana, Jyayanti (1996), *Library and Research, Parliamentary Library*, Nepal.

4. Chapter: RESEARCH METHODOLOGY

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 (Kerlinger, Fred N., 1983). For this purpose, the studied have been centered in Parliamentary Library and Centre for Constitutional Dialogue, to know the information seeking behavior of Constitution Assembly members of Nepal. 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 two methods to collect the data and these two methods are structured questionnaire and survey/observation.

4.2 Sources of data:

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 and field survey.

4.3 Population:

This research study, information seeking behavior of Constitution Assembly members, will be concerned with two libraries i.e. Parliamentary Library and Centre for Constitutional Dialogue and the populations of the study is Constitution Assembly (CA) members only. Due to the time limitations and other constraints, here researcher has been included only two libraries. The total numbers of targeted users of this study are 60, which is the approximately ten percent out of total (597) (10 Jan 2011) CA members in Nepal. Researcher distributed total 70 questionnaires to the users and 60 dully-filled questionnaires were returned by users from following libraries.

- 35 Users from Parliamentary library.
- 25 Users from United Nation's Centre for Constitutional Dialogue

4.4. Sampling:

To find the information seeking behavior of 60 Constitutional Assembly members, researcher may adopt random sampling technique, library collection, services, information needs, for this study. To fulfill the objectives of this study, researcher distributed 70 questionnaires to the CA members, which are about 11% of the total Constitution Assembly (CA) members. They enthusiastically filled up the questionnaire without any hesitation after explaining the aim of the study by researcher. Out of 70 questionnaires, 60 questionnaires were returned dully filled. Several follow up request had to make to respondents, to fill up the questionnaires and returned it. All the 60 return questionnaires are included in the analyses for this study, which about 90 % of total questionnaires distributed.

4.5 Research procedures:

Questionnaires are designed and developed for collecting the necessary information to complete this research work. Questionnaire is a written document listing series of questions that shows the pertaining problem under study, to which the researcher requires the answers (Krishan Kumar, 1992). The questionnaires, which are distributed for the collecting the data consists into five sections. They are following as:

Section A: - consists of respondent details with one question.

Section B: - consists of information collections with three questions

Section C: - consists of information services with nine questions.

Section D: - consists of information needs with three questions.

Section E: - consists of problem faced by user with three questions.

The questionnaire is attached in annex-1 of appendix I.

4.6 Data collection procedures:

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 collect through field questionnaires with selected libraries. Users (Only Constitution Assembly member) of those libraries will fill up questions without any restriction. The researcher visit concerned libraries repeatedly to collect the questionnaire from Constitution Assembly members. Constitutional Assembly members filled the questionnaire. Only those questionnaires, which were received up to the deadline, are included in the analyses.

4.7 Data analysis procedure:-

The analysis is based on the 60 responses received from the respondents. The completed questionnaires are 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.

Reference

- Joshi, P R (2003). *Research methodology* (3rd Ed.). Kathmandu: Buddha Academic Publishers and Distributors. P.3
- Kerlinger, Fred N. (1983). *Foundation of Behavioral Research*. New Delhi: Surjeet, 1983. P.300
- Krishan Kumar (1992). *Research Methods in Library and Information Science*. New Delhi: Vikas. P.121

5. Chapter: ANALYSIS, PRESENTATION AND INTERPRETATION OF THE FINDING

After the collection of data, an analysis of data and the interpretation of the results are necessary. The data have been collected from two special libraries for this study. The data and information gathered from those sources has made it possible for this analysis and thus make a suitable presentation of this work.

The questionnaires were distributed to the Constitution Assembly (CA) members of the respected libraries in the ratio of 10% of the total number of CA's population. Among the 70 questionnaires distributed, only 60 were filled. The table No.1 shows the number of questionnaires distributed and returned by the respondents.

Table-1: Number of questionnaires distributed and returned by respondents

S.No.	Name of Library	No. of questionnaires	Returned questionnaires	Percentage (%)
1	Parliamentary Library	40	35	87.50%
2	Centre for Constitutional Dialogue	30	25	83.50%
Total		70	60	

Source: Field survey 2011

This table – 1 shows the numbers of questionnaires distributed and returned by respondents. It is noted that, Parliamentary library returned 35 questionnaires and CCD returned 25 questionnaires filled by respondents. Hence, responses of the CA members in both the libraries are equal.

5.1 Respondents details about using library

A question was asked about the respondents, which library do you use frequently, and majority of the respondents used both the libraries. The respondents reply has been shown in following figure-1

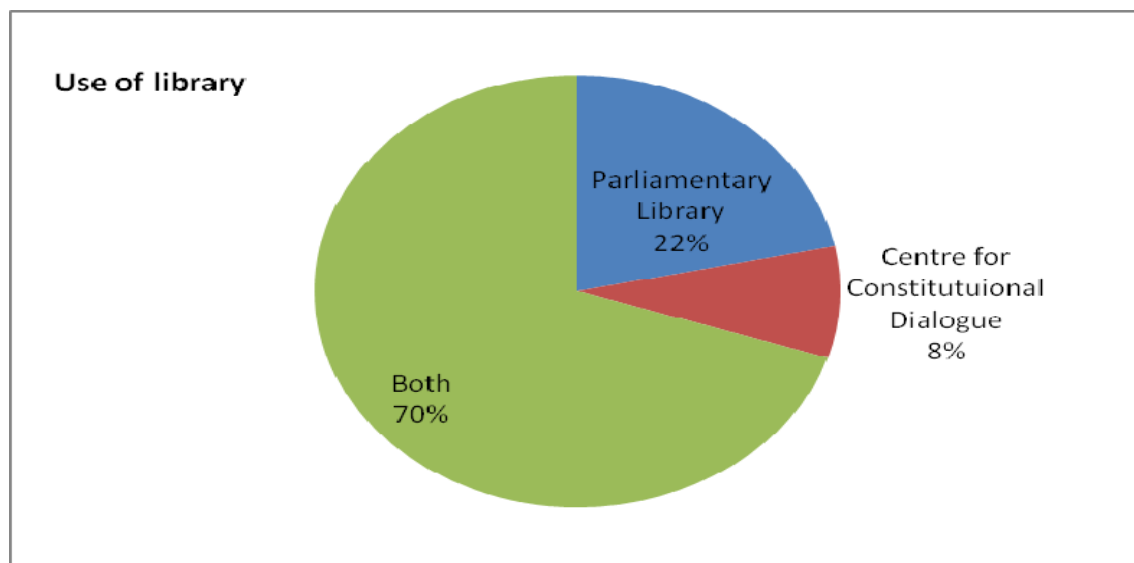


Figure: 1

It is noted from above figure, 70% of the respondents frequently used both the libraries, 22% of respondents used Parliamentary library, and 8% used CCD. It means they have used both the libraries according to time, requirements and facilities.

5.2 Information collection:

5.2.1 Frequency of information sources used

This question was developed to get the valuable opinions of the respondents about the frequency of use of information sources in libraries and majority of the respondents replied that, government publications, magazine and newspaper are the frequently used information source in libraries. The table – 2 shows the details of respondents.

Table-2: Use of information sources in libraries according to frequencies

Title	Rank 1	Percentage (%)
Abstracts	4	7
Fiction	2	3
Government publication	17	28
Newspaper	22	37
Periodical	8	13
Research report	2	3
Text & Reference book	5	8

Source: Field survey 2011

In this enquiry about sources of information frequency used, 37% of respondents reported that, they used magazine and newspaper , 28% reported government publications, 13% used periodicals, 8% used text and reference books, 7% of the respondents used abstracts and 3% of the respondents were used research report and fiction in the library. It shows that newspaper and magazine is the first rank of highest choice of CA members. Therefore, library should increase more titles of the newspaper and magazine.

5.2.2 Important sources of information

Special libraries collect documents on special topic. Hence, special libraries should subscribe to only specific subject related documents. To get the opinion of the respondents about the important sources of information, with seven options has been illustrated in table No.3

Table-3: Important sources of information

Title	Rank 1	Percentage (%)
Abstracts	3	5
Government publication	9	15
Internet	26	43
Newspaper	15	25
Periodical	3	5
Research report	5	8
Text & Reference book	13	22

Source: Field survey 2011

According to the respondents, 43% of the respondents expressed internet as the important source of the information, similarly 25% expressed newspaper and magazine, 22% expressed text and reference books, 15% expressed government publications, 8% expressed research reports and 5% expressed abstracts and periodical as the important source of information for them.

Thus, it can be argued that using of internet use make easy access to a large amount of data, save the time, and money. It also provides opportunity to consult from different place in any specific time and place for information seeking. Both the

libraries have separated the multimedia room to provided facilities to their users and Parliamentary Library need to arrange backup power supply for internet service. From this it is clear that the libraries are trying to their best to provide library service.

5.2.3 Availability of collection

To get the opinion of the respondents about the collection of library, it was requested them to mention their valuable opinion, regarding the collection of library, most of respondents replied that, the collection of libraries is fairly adequate. In the question asked with four options, the respondents answer is shown in figure 2.



Figure: 2

It is noted from the figure- 2 , most of the respondents i.e.60% , expressed that the collection of the library is fairly adequate, 17% of the respondents expressed that the collection of the library is excellent and 6% of the respondents expressed the collection of the library is adequate.

Above view of the respondents clear that, the collection development of the library is not adequate. Therefore, library should take action to increase the volume of the political related latest publication.

5.3 Information service

5.3.1 Familiar with library services

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, three respondents were not familiar with library services. Complete responses of the respondents are shown below in the table-4.

Table-4: Familiar with library services

S.No.	Option	No. of respondents	Percentage (%)
1	No	3	5
2	Yes	57	95
Total		60	100

Source: Field survey 2011

According to the respondents, it is noted that, 95% of the respondents are familiar with the library service and only 5% of the respondents are not familiar with library services.

5.3.2 Most familiar library services

Another question was asked to the respondents (95% of the users who were familiar to library service) and the most familiar service of the library with nine options as illustrated in figure-3. Majority of respondents are familiar with current awareness service, e-mail, internet service, and circulation service of the library.

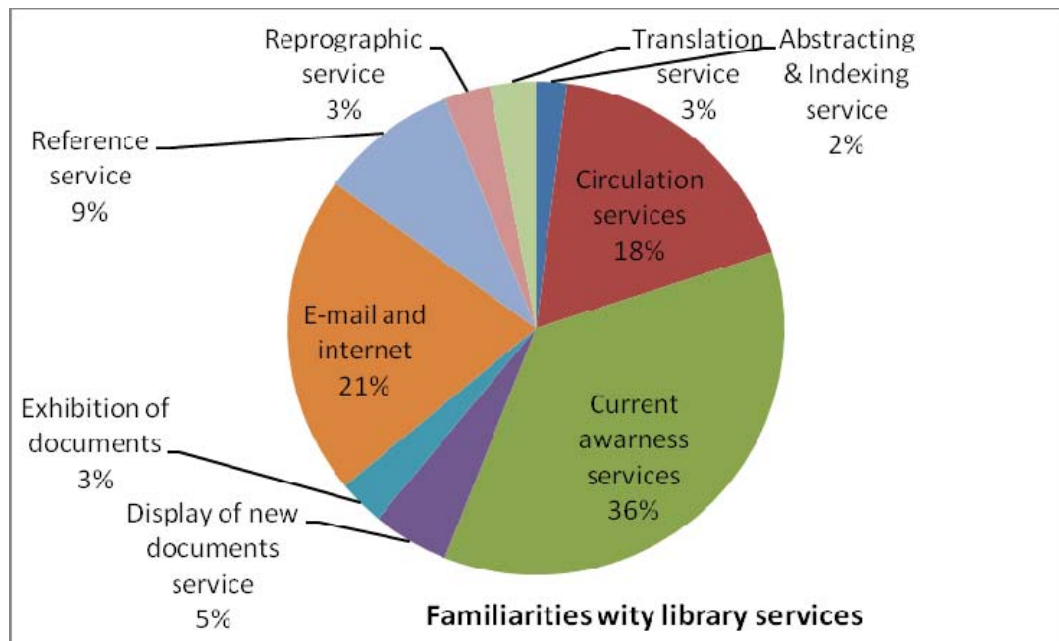


Figure: 3

The user reply shows that, 36% of the respondents are familiar with current awareness service, 21% familiar with e-mail and internet service, 18% familiar with circulation service, 9% familiar with reference service, 5% familiar with display of new document service, 3% respondents familiar with exhibition of document, reprographic and translation service and 2% of the respondent familiar with abstracting and indexing service of the library.

5.3.3 Compatible with library service

A question was asked to the respondents of libraries on library services in relation with compatible of respondent's requirements. Most of respondents reported against the compatible of library services illustrated in figure-4.

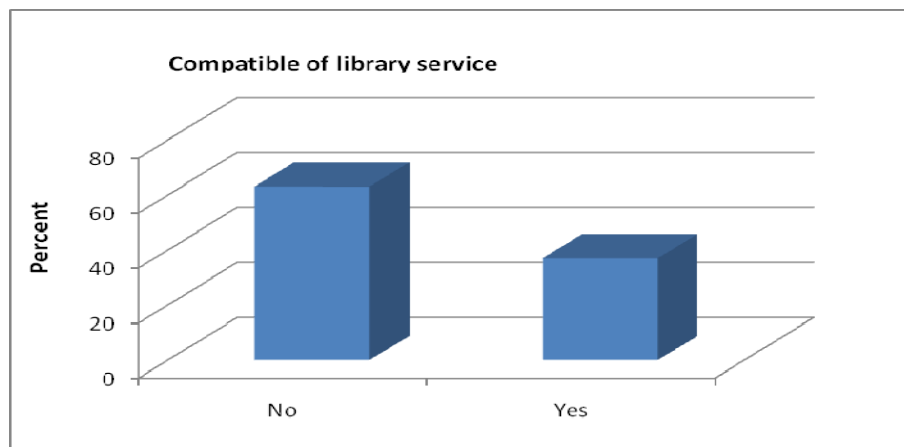


Figure: 4

According to the respondents reply, it is noted that, 37% of the respondents were compatible in library service and 63% of the respondents were not compatible with library service.

5.3.4 Lacking library services

A question in this regard was asked about the lacking library service for information seeking and 63% of the respondents answered in lacking library services and most of respondents agreed on the availability of documents, which is illustrated in table-5.

Table-5: Lacking library services

S.No.	Option	No. of respondents	Percentage (%)
1	Availability of document	34	89
2	Lending system	2	5
3	Staff assistance	1	3
4	Timeliness	1	3
Total		38	100

Source: Field survey 2011

It is noted that, majority of the respondents i.e. 34 respondent out of 38, expressed the required documents are not available or lacking of availability of documents, 2% of the respondents expressed lending system is lacking and 1% of the respondent expressed staff assistance and timeliness.

5.3.5 Computer and its use in a library

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

Most of respondents have suggested increasing the number of computer and their efficient performance including fast internet service and managing backup power supply in Parliamentary Library.

5.3.6 Purpose of computer in library

This question was developed with four possible reasons, which are specified to find out the reasons for purposes of computer in the library from the respondent's point of view. The responses to this question are presented in figure-5.

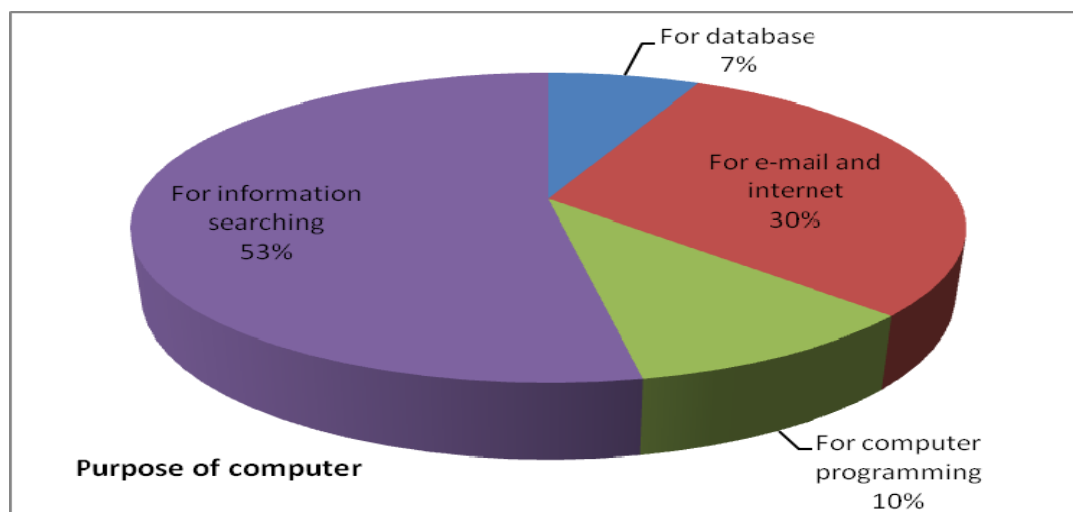


Figure: 5

It is clear from the figure-5 that 53% of respondents use computer in library for information searching, 30% to create databases, and 10% to use email and Internet in library and 7% use computer for computer programming.

5.3.7 Information retrieval

A question was asked to know the information seeking behavior of CA members about information retrieval. Most of respondents retrieved the document with the help of library staff. Table-6 shows the respondents opinion on information retrieval techniques.

Table-6: Information retrieval

S.No.	Option	No. of respondents	Percentage (%)
1	Directly from book racks	13	22
2	With the help of library staff	41	68
3	With the help of catalog cards	3	5
4	With the help of computer	3	5
Total		60	100

Source: Field survey 2011

According to the respondents' opinion, it is noted that, 68% of the respondents get information with the help of library staff, 22% of the respondents expressed that they get information directly from the bookracks and 5% of the respondents get the

information with the help of catalog cards and with the help of computer. Due to time constraints, many CA members seek help from library staff. Therefore, library staff played great role to CA members' information seeking behavior.

5.3.8 Information service offered by library

One question was asked, what types of information service you prefer as offered by the library, to know the respondents view with six reason and many respondents were reported news clipping service of the library. Figure-6 shows the result.

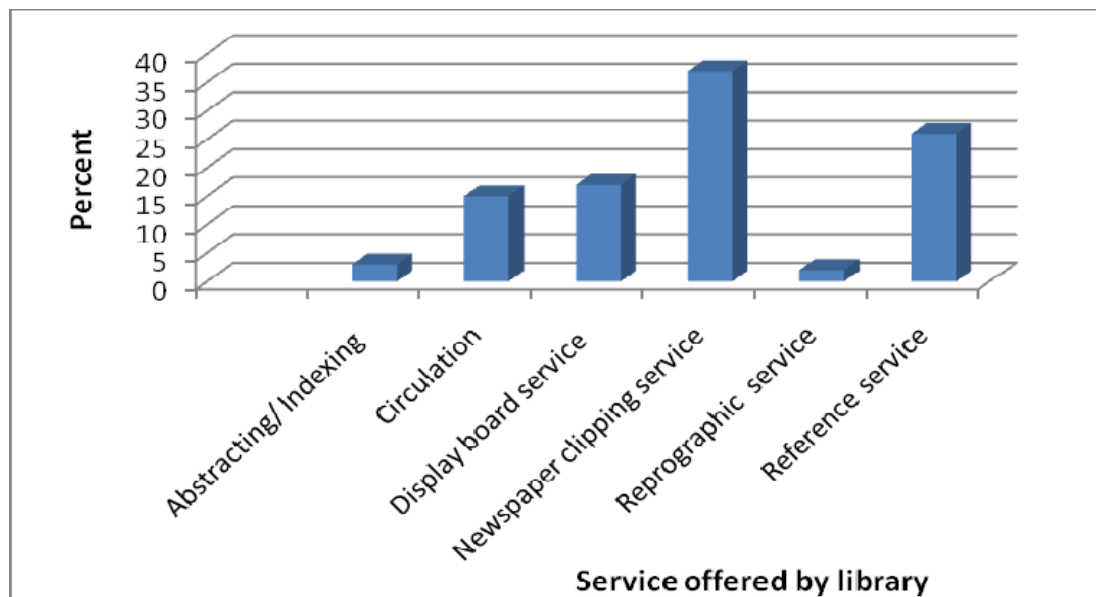


Figure: 6

Above figure reflects the respondents views as, 37% of the respondents expressed the news clipping service, 26% expressed to reference service, 17% display board service, 15% circulation service, 3% expressed abstracting and indexing service and 2% expressed to reprographic service offered by the library. This because, news clipping services provided the related news collect in one place. Here CA members want political elated news clipping service s from the libraries.

5.3.9 Functioning of library

To get the opinion of the users about the functioning of library, it was requested them to mention their opinion, most of users opinioned for good. In this

regards a question was asked about the functioning of library of libraries with four options, which is shown in figure-7.

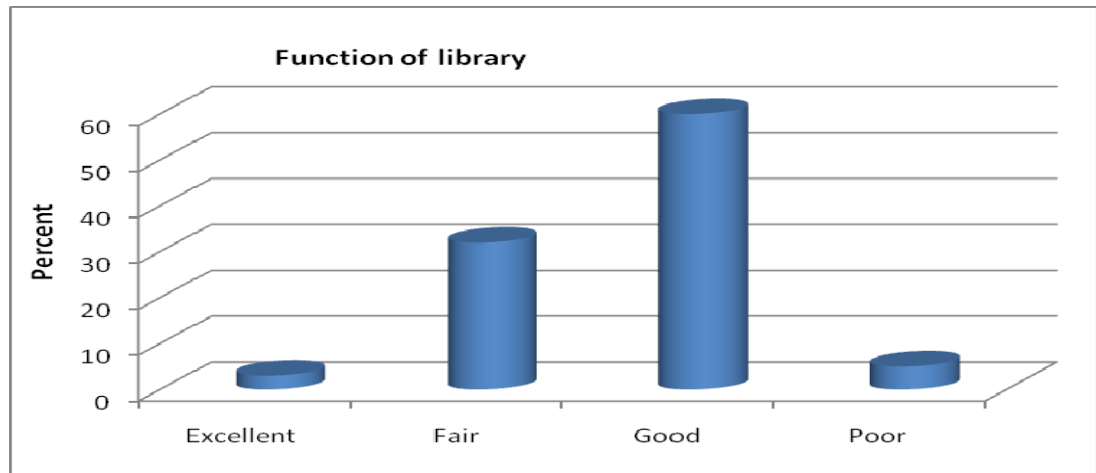


Figure: 7

Figure- 7 reveals that 60% respondents reported that the library function is good, 32% respondents reported that the library function is fair, 5% respondents reported that the library function is poor and 3% respondents reported that the library function is excellent.

5.4 Information needs

5.4.1 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 5-10 hours a week in library for reading the documents. It has been shown in the following figure-8.

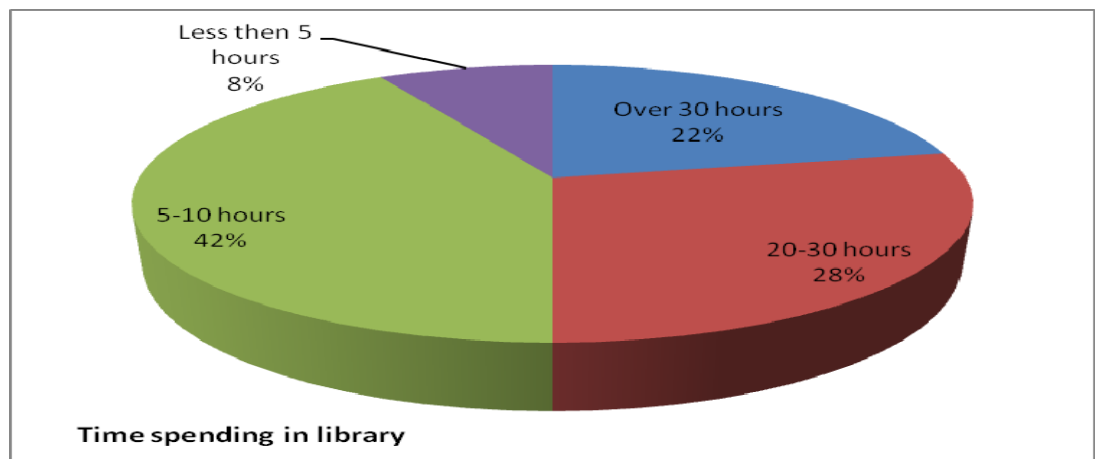


Figure: 8

According to respondents reply, it is noted that, 42% of the respondents are spending time 5-10 hours weekly in library for reading documents, 28% respondents are spending time 20-30 hours weekly in library, 22% respondents are spending time over 30 hours weekly in library and 8% respondents are spending time less than 5 hours weekly in library for reading documents. From above, the reading habits of CA members in library is high because they have to spent some time in library for consults or search required information.

5.4.2 Types of information needs

Constitution Assembly members were asked to indicate the type of information source needs, which they used to seek information. For seeking information, political related documents and current documents were the popular type of information source for almost all respondents. The responses to this question are presented in Table-7.

Table-7: Types of information needs

S.No.	Option	No. of respondents	Percentage (%)
1	Current information	23	39
2	Guidance for further reading	4	7
3	Material for up-to-dating knowledge	5	8
4	Political related documents	26	43
5	Simple facts data	2	3
Total		60	100

Source: Field survey 2011

It is noted that, 43% respondents needed information on political related documents, 39% needed information on current information, 8% needed information about material for up-to-date knowledge, 7% needed guide for further reading materials and 3% needed information on simple fact data. CA members are political leaders, therefore their first information needs from library is political related documents from library.

5.4.3 Purpose of information needs

A question was asked to the respondents about the Purpose of information needs. Table-16 shows the respondents opinion regarding to purpose of their use of library.

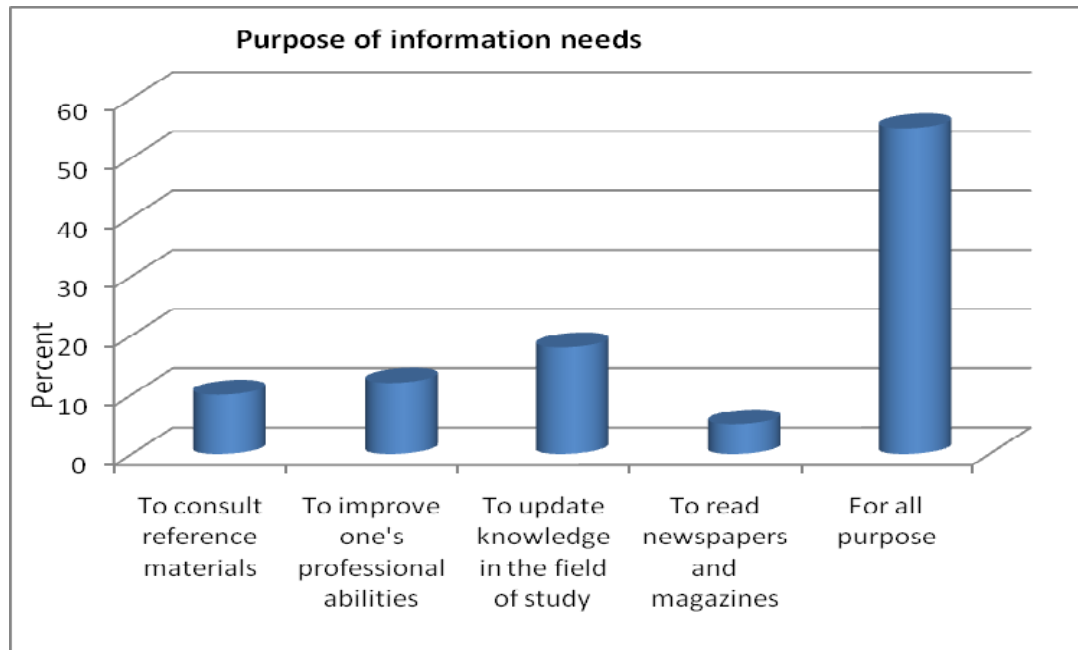


Figure: 9

It is noted that, 55% respondents used the information for over all purpose, 18% respondents used information to update knowledge in the field of study, 12% respondents used information to develop their personal abilities, 10% respondents used information for reference material and 5% were reading newspaper and magazine purpose. Purpose of information is to fulfill the some needs and information needs, when it is fulfill, to reflect the information seeking behavior. For purpose of information seeking behavior CA members needs all kinds of information.

5.5 Problem faced by user

5.5.1 Problem faced while using the library

A question was asked to the respondents while using the library what types of problem did they face with four options and respondents view has been shown in following figure-10.

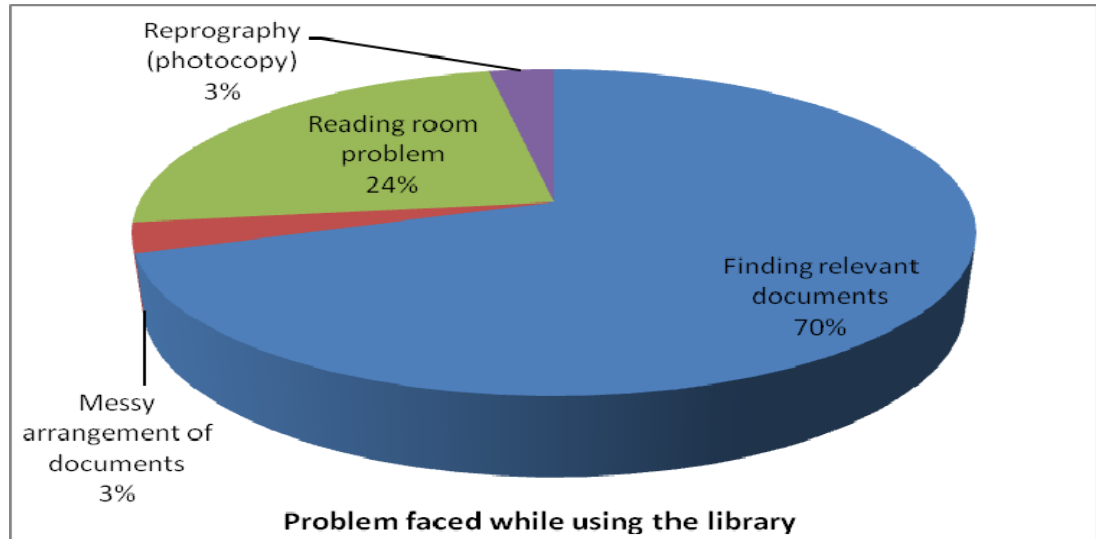


Figure: 10

It was noted from figure- 10 that, 70% respondents expressed that their required documents were not available in library, 24% respondents expressed that they faced problem lack of separate reading room and 3% expressed their dissatisfaction about arrangement and reprography service in the library.

5.5.2 Problem faced while using documents

The respondents were asked one question to mention about the problems they faced while seeking information in using library documents and it was shown in figure-11.

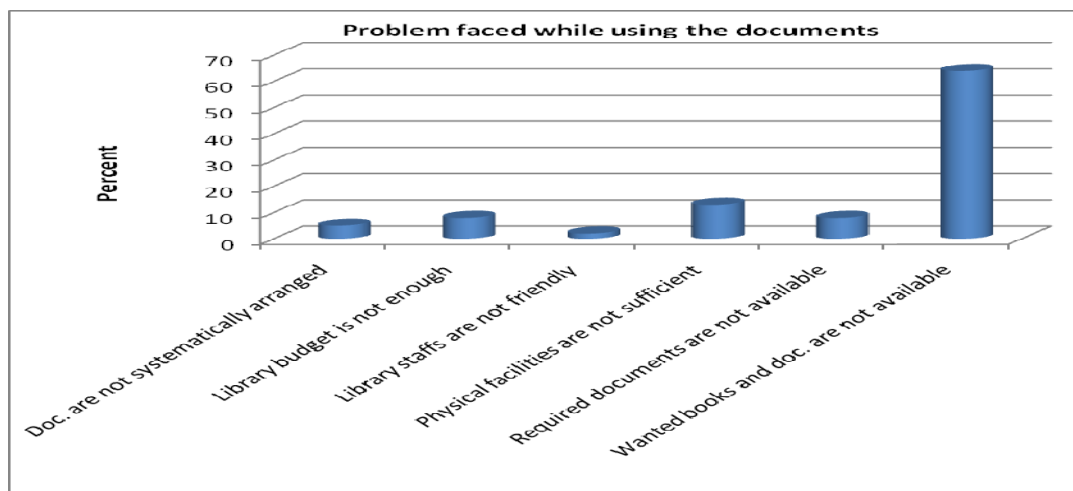


Figure: 11

Figure- 11 shows the majority of constitutional Assembly members i.e. 64 %, faced the same common problem i.e. wanted books and documents are unavailable, 13% respondents commented that physical facilities of the library is not sufficient, 8% respondents commented that required document are unavailable and 8% respondents commented that the budget of library is not sufficient (Parliamentary library only), 5% commented that documents in library are not arranged systematically and 2% commented that library staff are not friendly.

Suggestions/comments

A question was asked to the respondents about their valuable suggestions or comments toward the development of libraries. Most of the users have suggested to increase the number of latest publications and their efficient dissemination. Rest of the suggestions made by the respondents in this regard is presented below.

1. Update the latest documents in the library.
2. Maintain the physical facilities of the library.
3. Arrange the documents systematically.
4. Add more reference material.
5. Make more publicity about the information available in the library.
6. One special library need at Birendra International Conference Centre (BICC)
7. Increase the volume of budget.
8. Well-equipped the library.
9. Add politics and constitution drafting related documents.
10. Display new documents immediately after it receives.
11. Discouraged the long-term loan period.
12. Circulate the documents for lower period.
13. Maintain separate period for old and rare collection keep at a convenient place for proper use.
14. Manage the library in a more scientific way.

5.6 Observation

Researcher has observed both the libraries frequently during the period of the study. Researcher has raised following point while observing the libraries:

1. Digital services of the Parliamentary Library is disrupted in many times due to lack of backup power supply while in the case of Centre for Constitutional Dialogue has regularly provided online service during office hours;
2. PL holds approximately 13000 volume of the documents and CCD holds 3000 volume of documents (11Jan. 2011);
3. In the case of collection development, CCD hold less publications then PL but maximum publications are current and more useful while in PL many publications are old and some of them are out of use;
4. CCD library is well managed regarding the multimedia facilities but PL less managed and collection of computer in CCD is more a PL ;
5. Budget of the Parliamentary Library is not sufficient, to fulfill the users requirement and service.

6. Chapter: SUMMARY, FINDINGS AND RECOMMENDATIONS

6.1. Summary

This thesis has been prepared for the partial fulfillment of Master's degree of Library and Information Science. The main purpose of this study is to find out the information seeking behavior of Constitution Assembly members of Nepal through two selected special libraries based on the survey.

The specific objectives are:

1. To find out the collection development of the library,
2. To find out existing information services of libraries,
3. To identify the users information seeking behavior, needs and demands of libraries,
4. To find out the problems faced by the user to use the libraries.

A comprehensive questionnaire consisting of 19 questions items was developed and refined after pre-test. It consists of five sections. These are:

Section A: - consists of respondent details with one question.

Section B: - consists of information collections with three questions

Section C: - consists of information services with nine questions.

Section D: - consists of information needs with three questions.

Section E: - consists of problem faced by user with three questions.

The final questionnaire was distributed to seventy respondents of special libraries: Parliamentary library and Centre for Constitutional Dialogue. Respondents were chosen randomly from different strata of the total population. The number of questionnaire received was sixty, i.e. 85.75 percent of total population. The responses were tabulated, percentages were calculated and finally all of these were analyzed.

Most of Constitution Assembly members' were seeking constitution related documents of various countries, political related documents, government publications, textbooks and reference books and newspaper and magazine. These two libraries have been playing significant role in fulfilling the demand of information seeking behavior of CA members.

6.2. Findings

The major findings of the study are grouped under according to the objectives of the study are following:

6.2.1 Information collection

1. The majority i.e. 70% of users visit both the libraries frequently;
2. The result of this study reveals that 37% of CA members frequently use newspaper and magazine while using library;
3. All most all respondents agreed that, internet is the important source for information seeking in library;
4. Opinions regarding to the library collection, 60% of CA members are expressed that the collection development of library is fairly adequate;

6.2.2 Information service

1. All respondents were familiar with library service and 36% respondents mostly familiar with CAS;
2. Both the libraries have used computer to create database and database are the main part of the library management and 53% of CA members used computer for searching their required information;
3. For the information retrieval in library, 68% of CA members take assistance from library staff to search the required information;
4. 37% of respondents offered newspaper clipping service from library;
5. About the functioning of libraries, majority of the respondents reported good 36% followed by fair 19%, poor 3% and excellent 2%.

6.2.3 Information needs

1. Majority CA members spend 5-10 hours time in a week for information seeking in library;
2. Most of respondents needed political related documents 26% followed by current information 23%, 5% materials for up-to-date knowledge, 4% guidance for further reading and 2% were simple facts data;
3. Main purpose of user to use library is improved their information seeking behavior;

6.2.4 Problem faced by users

1. Most of the respondents faced the common problem while information seeking in library i.e. unavailability of relevant documents.

6.3 RECOMMENDATIONS

Constitution Assembly members are the person who are the decision-maker for people and society to bring social changes. CA members are the important consumers of information seekers. Basing upon the research on the information seeking of CA members certain recommendations have been made.

6.3.1 Information collection

1. Newspaper, magazine, government publication and periodical are highly demanded documents of CA members therefore increase the volume of these documents should be increased;
2. CCD has been managing to supply power during the office hours for internet service and in PL this service is disrupted many times in a day due to lacking of backup power supply. So PL has to manage backup power supply for smooth running of internet service;
3. Collection of documents should be increased to meet the general as well as specific needs and interests of the users and collection of current publication, newspaper, magazine, periodical should be based on demand of user;

5.3.2 Information service

1. For effective utilization or familiar of the services, library has to organize orientation services to their new members;
2. Both the libraries have used computer for various purpose and CCD library has sufficient number of computer but in PL it is lacking. Therefore, more computer should be added in PL for information seeking;
3. For information retrieval, library staff are helping their users and this reveals that the relation between staff and user is strong;
4. Finding indicates that CA members require news clipping service, it should be compiled especially for them;

5. Function of libraries should be very fast in this electronic age, as their responsibilities have tremendously increased. Library should be well managed in term of function.

6.3.3 Information need

6. The reading habits of CA members in library is good however, to increase the numbers of user library should add more facilities;
7. Many CA members want political related documents hence, library should increase political related documents in library;
8. Purpose of information is to fulfill information needs of the user, therefore to fulfill their information need library should develop collection and service.

6.3.4 Problem faced

1. Most of the users have faced common type of problem, therefore to minimize this problem, library should arrange their requirement and interest of documents.

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APPENDICES

Questionnaires

Questionnaire for Constitutional Assembly members

I am intending to carry a research study entitled on "**Information seeking behavior of Constitutional Assembly members on Parliamentary Library and Centre for Constitutional Dialogue (CCD)**" with the implication for knowing the information seeking behavior of CA member and improvement of collection development, services of the libraries. 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.

Lalit Prasad Bist
M.Lib.Sc.
Tribhuvan University

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

Date: _____

A. Respondent details:

1. Name:
2. Age:
3. Sex: Male/Female:
4. Used Library:
Parliamentary Library:
Centre for Constitutional Dialogue:
Both Libraries:

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
- Exhibition of 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. Do your libraries (where you frequently visit) have a computer?

- No
- Yes

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

- For databases
- For e-mail and internet
- For computer programming
- For information searching

7. How do you get the information from 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.....

8. 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)

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

- Excellent
- Good
- Fair
- Poor

D. Information needs

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

- Over 30 Hrs
- 20-30 hrs
- 5-10 Hrs
- Less then 5 Hrs

2. Which type of information do you need most?

- Current information
- Guidance for further reading
- Material for up-to-dating knowledge
- Political related documents
- 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

E. Problem faced by users:

1. What types of problems do you faced while using the library?

- () Finding relevant documents
- () Messy arrangement of documents
- () Reading room problem
- () Reprography (photocopy)
- () If any other, please mention

2. What difficulties you faced while using the library documents?

- () Documents are not systematically arranged
- () Library budget is not enough
- () Library staffs are not friendly
- () Physical facilities are not sufficient
- () Required documents are not available
- () Wanted books and documents are not available

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

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Thanks for your cooperation.

Curriculum-Vitae

Name: **Lalit Prasad Bist**

Address: Rithachaupata V.D.C. – 2 Darchula District

Contact: Telephone: 093-690350

Mobile No. 9849103557

E-mail: bistlalit_2006@yahoo.com, lbist@adb.org

Nationality: Nepali

Sex: Male

Date of Birth: 21 Dec. 1978

Education:

2010: Master in Library and Information Science, T.U. University Campus, Kirtipur, Kathmandu, Nepal

2001: Bachelor in Library and Information Science, T.U. University Campus, Kirtipur, Kathmandu, Nepal

1999: Bachelor in Science, Kumoun University, Nainital, India

1996: Intermediate in Science, U.P. Board, India

1994: School Leaving Certificate, SLC board Nepal

Experience

2009 March to till date: Librarian, Asia Development Bank, Nepal Resident Mission, Srikunj Kamaladi, Kathmandu, Nepal

2006-2009 Feb.: Librarian, Nepalgunj Mediacal College Teaching Hospital, Kohalpur, Banke, Nepal

2002-2006: Assistant Librarian, Nepalgunj Mediacal College Teaching Hospital, Kohalpur, Banke, Nepal

Computer Skill about library software

- CDS/ISIS software