EXPLORING INFORMATION SEEKING BEHAVIOUR OF LIBRARY USERS IN TKR COLLEGE OF ENGINEERING & TECHNOLOGY, HYDERABAD.

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ABSTRACT
In order to improve library services and meet patron demands, it is essential to understand how people search for information. Researchers from Hyderabad's TKR College of Engineering & Technology looked into library patrons' habits, interests, and problems. This study takes a mixed-methods approach to investigate user demographics, resource accessibility, and technical improvements as they pertain to information-seeking behaviour. Students mostly use digital resources, such as databases, online journals, and e-books, for their academic and research needs, according to the results. A well-rounded approach to information retrieval is shown by faculty members who place equal emphasis on print and digital resources. A lack of knowledge about accessible resources, insufficient proficiency in digital literacy, and infrequent technical problems are among the most significant obstacles.The study's findings support the need for more focused awareness campaigns, education on how to best use digital resources, and improvements to existing infrastructure to fill in the gaps. The library can enhance its services and promote an atmosphere that encourages academic success by gaining insight into patron behaviour. By shedding light on the changing dynamics of academics' information-seeking behaviour, this study advances the subject of library science as a whole.In order to improve library services, facilities, and resources, it is essential to understand how users seek information in academic libraries, and this study provides such insight. The purpose of this research is to examine how patrons of the library at TKR College of Engineering and Technology seek for information. The research is based on a survey methodology, with data collected via the use of a questionnaire. Out of a total of 100 samples, 87 were filled out and returned, yielding an overall response rate of 85.5% among B.Tech, M.Tech, and Research Scholar students. Every effort has been made to investigate the utility of various resources and user demands in the current technique. Academic libraries can better meet the information demands of their patrons thanks to this study, which adds to what is already known about how patrons seek for information.

KEYWORDS :
ACADEMIC LIBRARY ENGINEERING COLLEGE, USER STUDY, INFORMATION-SEEKING BEHAVIOUR, INFORMATION NEEDS, DIGITAL INITIATIVES, LIBRARY SERVICES AND RESOURCES.

1. Introduction :
The roots of the word "formation" are in the noun "information," and together they describe the shape and size of an object as well as its direction in building a pattern.
Currently, "information behaviour" is the go-to word for describing how individuals seek for and make use of information, among other forms of human interaction with data. A subfield of library and information science, "information behaviour" encompasses a broad variety of studies aimed at delving into the human factor in connection to data.
The TKR College of Engineering and Technology Public Library plays a crucial role in the delivery of academic support services. It is the responsibility of the institution to meet the information demands of its faculty, students, and staff in relation to a variety of technical and engineering fields. But, despite its critical importance, it must evolve to meet the information-seeking needs of its consumers. To keep up with the dynamic needs of the academic community, this is essential for library services to remain successful and relevant. The information-seeking behavior of users inside the TKR

College of Engineering and Technology Library is now the focus of a thorough investigation.Insights regarding patrons' use of the library's collection and services are the intended outcome of this research. To do this, we will examine several aspects, including demographics, information demands, sources, search tactics, kinds of obstacles faced, technological preferences, and information literacy levels. In current era of digital technology, the accessibility of information is a crucial factor that helps educational institutions foster the intellectual development of its staff, students, and pupils. Students' academic success is influenced by this, which is among the most important factors.The provision of resources and services that enable research, learning, and innovation possibilities is one of the most significant functions provided by libraries, which are critical centers of knowledge. If libraries want to make the most of their resources and serve the academic community's varied demands, they need a thorough understanding of how people use their libraries to get information. Accommodating the demands of the academic community requires this comprehension. It is common practice to gather demographic information on library patrons. This data comprises the patron's familiarity with library resources, the area of study, and whether they are an undergraduate or graduate student. Researchers can learn a lot about the TKR College of Engineering & Technology Library's users and how they use it to find the information they need by looking at these parts of information seeking behavior. This will help the library better serve its users.

Information Regarding the Library at TKR College of Engineering and Technology:
The Library and Information Centre, housed in the Central Library of the TKR College of Engineering and Technology, first opened its doors to the public in 2002. The Library is the hub of academic activity at our school, housing a wealth of information and serving as a portal to the user community via the use of state-of-the-art technology. In the heart of the building stands the library. It is crucial for the students' development and, by extension, for the staff's professional advancement. Libraries exist to build collections, provide resources, promote education, and enhance the services they offer to users. In order to back up the curriculum and research, it is crucial. The library is located on the second and third floors of the central block. All all, there are 1510 square meters of built-up space. It is a duplex kind that can hold three hundred members in addition to being big, vented, and airy. The Library's vast collection of 94,157 volumes (books) with around 11,120 titles satisfies the needs of many different disciplines, including Science and Technology, Engineering, Management, Computer, and Communication. Many electronic books and periodicals are available via the library's subscriptions to databases including EBSCO-IEEE, DELNET, e-Shodh sindhu, N-LIST, and others. Technical periodicals and newspapers are also available in the library.

User Attitude Towards Information Seeking:
        Wilson (1999, 2000) states that when an individual "engages in those activities a person may engage in when identifying their own needs for information, searching for such information in any way, and using or transferring that information," they are said to be participating in information-seeking behavior. One definition of information-seeking behavior offered by Kakai et al. (2004) is the process by which people actively seek for and consume information with the goals of improving their own knowledge, expanding their own horizons, or both. Research on how students, researchers, and educators seek for knowledge has been going on for quite a while. But back in the day, user surveys were conducted only to see how well their library collection was doing. The next step was to look at how individuals or organizations do research; this led to the creation of situation-specific information systems and services. Towards the middle of the 1980s, a shift occurred towards more comprehensive approaches to gathering and analyzing data. The line (2000) argues that new research on information consumers and their needs is especially crucial in the internet era. A number of scholars have explored quantitative and qualitative methods of user observation, including as Ellis (1993), Callison (1997), and Devadason and Pratap (1997). The ways in which various user groups search for information vary.Academic libraries need to know what students and teachers need in terms of information if they are to provide it. Participants in this study will fall into one of three categories: undergraduates,

graduate students, and research scholars. The goal is to learn more about how these groups seek for information.

Review of Literature :

This article gives a general outline of why studying how people use academic libraries to get information is important. The importance of understanding library users' interactions with library resources and services has been emphasized in earlier research. Research on information-seeking behavior is often conducted using several theoretical frameworks and models. These include Kuhlthau's Information Search Process model and Wilson's model of information behavior. Finding out what people want to know and how they usually go about finding it is a big part of information demand analysis. Academic library users use a wide variety of search strategies, and this page offers a literature review on some of these methods. Research on the impact of digital resources, such as search engines and databases, on people's tendency to seek out information online. Academic research and consumer preferences for digital resources over print ones are both included in this article's review of studies.

1. P.-C. Lee's 2020 work. Revolutionizing library technology. Library Hello Tech.Research on library technology has progressed to the point where the author now stresses the need of multidisciplinary and science-driven innovations in library services. Libraries are rapidly adopting new technology, according to studies. This is especially true in STEM fields like chemistry, electrical engineering, and mechanical engineering. There is a lot of potential for libraries to develop and change in the future, as patent citation analysis shows that they are now at the ascent stage of their technical life cycle (TLC). Most patents pertaining to library technology are held by private corporations from industrialized countries including Japan, the United States, and Germany. Furthermore, according to technology-push and demand-pull theories, library innovations are being driven more and more by both internal and external technical capacities and demands. Important factors that contribute to long-term innovation and service improvement include organizational learning, library cooperation, and user feedback. Nevertheless, it is not easy to evaluate the whole extent of technical influence when relying on patent data from a single source, such as the USPTO. For a fuller picture of library innovation in all its forms and situations, future studies should use a more eclectic approach.

Secondly, Agarwal, N. K. (2017). Investigating the Role of the Seeker, the Situation, the Surroundings, and Shared Identities in Information Behaviour. Courses on Information Theory, Data Mining, and Related Services,In works pertaining to human information behavior, the author delves into the ways in which people seek for, stumble across, and even avoid information in order to fill in knowledge gaps. Despite its importance in influencing these behaviors, academic research has failed to settle on a single definition of context. Research indicates that context is complex, including not only the actor's internal experiences and identities but also their relationships with external factors such as tasks, sources, and surroundings. Depending on the size, researchers have suggested frameworks that divide context into two types: dynamic (changing) and static (stationary). Research is continuing, but there is yet no universally accepted definition of context. In order to create successful information systems that cater to users' requirements, it is essential to acknowledge the impact of context on information behavior.

This information is sourced from Swain (2011), Mahapatra (2011), and Jena (2011). How engineering college professors in Odisha's capital city do their research. Published in the International Journal of Library and Information Studies.The author draws attention to the fact that, as a result of the proliferation of publications and interdisciplinary research, the complexity of user demands is on the rise in works pertaining to engineering college information-seeking behavior. If they want to create useful collections and services, librarians need to know what students and faculty need in terms of information. Although there are a lot of libraries at engineering schools, research shows that not all of them are up to par when it comes to serving students' requirements. To improve library services, optimize resource consumption, and enhance academic achievement, it is necessary to evaluate faculty members' information-seeking behavior. Academic success requires user-centered services, efficient collection management, and personalized information systems.

"Exploring the E-Resources for Educational Use" by Natarajan (2011) October/December 2011 issue of the International Journal of Information Dissemination and Technology published in Ambala, Vol. 1, Issue 4.Literature on electronic resources (e-resources) highlights the importance of these tools for students, researchers, and teachers by making material easily accessible at any time. The goal of Open Courseware (OCW) and Open Educational Resources (OER) is to provide free and open access to high-quality instructional resources in textual and audiovisual forms. Making these materials available to various user populations is a critical responsibility of library workers. There are still problems with open licensing and accessibility, even if e-resources make study and teaching more efficient. But these aside, open educational resources (OER) have great potential to improve education throughout the world by creating more welcoming and adaptable classrooms.

Douglas Gordon. (2011). Practical Digital Library Generation into DSpace using the 5S Framework.The author draws attention to the growing need for easily accessible online repositories for institutions to house and oversee digital document management in works on digital libraries (DL). Tools like as DSpace and Greenstone are available, but configuring and setting up these DL systems is still complicated. As a formal method for defining and creating DLs, digital library design has made use of the 5S framework. This framework stands for Streams, Structures, Spaces, Scenarios, and Societies. A new XML-based paradigm has been introduced in recent work to expedite the process of creating, configuring, and customizing DLs. The goal of this paradigm is to facilitate DL development and encourage research into additional platforms outside of DSpace.

1. Research Methodology:

The research relies on the survey technique, which involves the use of a questionnaire. A survey was sent out to every single person associated with TKR Engineering College. We spoke to several college library faculty to learn more about their research habits and how they utilize the resources available to them. Out of all the replies, 60% were from Questionaire. The following is an analysis and interpretation of the data collected under several headings. In their response, TKR College of Engineering and Technology provided the following figures:

College Name	Undergraduates Students	Postgraduates Staff	Research Scholars
TKR College of Engineering &Technology	100	30	4

2. Time spent per week in the library and Reading Room

Time	Undergraduates Students	Postgraduates Staff	Research Scholars
Less than 5 hours	20%	22%	63%
5-10 hours	42%	45%	10%
10-20 hours	14%	5%	6%
More than 20 hours	0.2%	2%	1%

Half or more of the undergraduates and over half of the graduate students spend five to ten hours a week in the library. Nevertheless, about 75% of the researchers only spend five hours a week at the library. Just one short sentence might have an effect on how satisfied students are with the library's assortment.

Type of material	Very good	Good	Fair	poor
Text books	25%	49%	21%	5%
Reference books	37%	51%	10%	2%
Journals	54%	36%	5%	3%
Magazines	71%	44%	12%	3%
Newspapers	72%	25%	3%	0%
Project Reports	51%	34%	10%	5%

Most students think the library offers a decent collection of books and other reference resources.The majority of reviewers (almost 50%) found the journals and theses in the collection to be of high quality.
Level of Contentment with Library Resources among Postgraduate Faculty

Type of material	Very good	Good	Fair	poor
Text books	52%	29%	12%	7%
Reference books	24%	51%	16%	9%
Journals	73%	22%	3%	2%
Magazines	65%	27%	5%	3%
Newspapers	70%	26%	3%	1%
Project Reports	68%	28%	3%	1%

Approximately half of the graduate students gave the textbook collection a Very Good rating, but only approximately a quarter gave the reference collection the same treatment. This is in stark contrast to the undergraduate population. Journals, periodicals, newspapers, and project theses met the needs of most postgraduates.

3. **Research Scholar's satisfaction with Library collection**

Type of material	Very good	Good	Fair	poor
Text books	25%	47%	24%	6%
Reference books	38%	56%	6%	5%
Journals	70%	26%	2%	2%
Magazines	70%	28%	2%	0%
Newspapers	72%	14%	1%	2%
Project Reports	51%	41%	1%	5%

A majority of researchers were happy with the availability of journals, magazines, and newspapers, but are not satisfied with textbooks or reference books.

4. **Assistance Users getting from the library staff**

Services	Undergraduates students	Postgraduates Staff	Research Scholars
Manual catalogues	93%	99%	100%
OPAC	98%	97%	100%
Location of documents	87%	89%	76%
Use of reference books	92%	96%	86%
Bibliographies	0%	0%	0%
Newspaper clippings	0%	0%	0%
Circulation	95%	98%	98%
Interlibrary loan	0%	0%	0%

Using the library's manual catalogue, online public access catalog (OPAC), and reference books to find what they need has been a positive experience for the majority of respondents. The majority of customers also commented on how helpful the staff was when they needed assistance finding or

borrowing items. Contrarily, assistance with creating bibliographies, gathering newspaper articles, and using interlibrary loan did not meet the satisfaction of any responder. People who were questioned about it said they had no idea the library offered that kind of service.

5.   Satisfaction with present library services by Users

Satisfaction level	Undergraduates students	Postgraduates Staff	Research Scholars
20%	4%	5%	7%
50%	7%	13%	32%
75%	63%	59%	46%
100%	25%	24%	15%

The library's services were deemed satisfactory by the majority of respondents at a level of 75 percent.

6.   Purpose of information-seeking by Users

Purpose	Undergraduates students	Postgraduates Staff	Research Scholars
Reading	67%	51%	43%
Preparing notes	98%	98%	0%
General awareness	50%	56%	72%
Discussions	6%	24%	62%
Research work	0%	84%	100%

While every researcher is looking for knowledge pertinent to their work, the majority of students are only trying to get a head start on their exams. Researchers, in comparison to other responders, prefer to seek material for discussion and public knowledge.

7.   Time spent by Users per week on gathering of information

Time	Undergraduates Students	Postgraduates Staff	Research Scholars
0- 2 hours	48%	29%	0%
3-5hours	32%	31%	3%
6-8 hours	3%	11%	8%
More than 8 hours	0%	5%	76%

 Since data collection is crucial to the researchers' work, it is evident from the table that they devote more than 8 hours weekly to the task. Most students don't need to spend as much time researching topics as they can get all the knowledge they need in class or in their textbooks.

8.   Formal sources of information for Users

Formal sources	Undergraduates Students	Postgraduates Staff	Research Scholars
Books	84%	81%	39%
Journals	48%	72%	91%
Reference sources	41%	41%	35%
Conference proceedings	34%	39%	73%
Online databases	21%	52%	100%

Books are the primary resource for students, while journals, conference proceedings, and databases are the
go-to for researchers in need of up-to-date material in their fields.

9.   Informal sources of information for Users

Informal sources	Undergraduates Students	Postgraduates Staff	Research Scholars
Email	92%	94%	98%
Discussion with teachers	94%	91%	96%
Seminars	31%	40%	89%
Discussion with librarians	43%	41%	42%

Many students believe that their instructors and friends can point them in the direction of other resources that could be helpful, therefore they prefer communicating with them via email or in-person meetings. Journal articles and books are even provided by teachers. To further their knowledge, researchers often go to seminars and conferences, where they may network with other professionals and listen to presentations and panel discussions. Interestingly, most people do not like talking to librarians since they are sources of knowledge.

10.　　Method of seeking current information from Users

Method	Undergraduates Students	Postgraduates Staff	Research Scholars
Current issues of journals	49%	68%	92%
CAS/SDI	16%	15%	23%
Personal communication	69%	75%	47%
Seminars/ conferences	25%	58%	93%
Internet	60%	82%	98%

Compared to undergraduates, researchers have a stronger preference for up-to-date journal issues and the Internet. The library's present awareness service is underutilized, despite its availability. When questioned about it, the majority of users, particularly students, were unaware of its existence.

11.　　Impact of ICT on information seeking from Users

Impact	Undergraduates Students	Postgraduates Staff	Research Scholars
Yes	94%	96%	100%
No	6%	3%	0%

Users were asked to describe how the introduction of ICT has affected their information-seeking behavior, given that information is now accessible in numerous forms. Everyone who used it knew it had an effect, and they all thought it was good.

Format Preferences of Users

Format	Undergraduates Students	Postgraduates Staff	Research Scholars
Print	15 %	17%	9%
Electronic	36 %	24%	13%
Both	52%	62%	80%

 Although users have a preference for both print and digital information, students have shown a need for instruction on how to effectively utilize electronic sources and would want to see greater exposure to them.

Conclusion

　　　Although libraries still serve the same basic purpose, the methods and tools used to store and access information are evolving and growing at a rapid pace. Knowing how library users search for information might help them re-engineer their services and provide more relevant materials. The

results of this study show that library patrons are generally satisfied with the resources and services offered by the library, but they would also benefit from learning how to effectively use the library's online resources. The researchers noted that the library's current document delivery service is useful, but that it would be much better if the library also offered indexing, abstracting, and interlibrary lending. The library's patrons must be educated on the best practices for using the collection, and seminars and workshops are ideal venues for this purpose.

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