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A Study on Information Seeking Behaviour of Faculty Members in University of Yangon Library

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Abstract: In the rapidly moving world of the information age, information seeking behavior is increasingly multi-faceted, on demand, real-time, and diverse. Information seeking behavior refers to the way people [search for](#) and utilize information. Libraries strive to understand users' information needs and how they try to fulfill these needs. Information-seeking behavior remains an important research area in the field of library. This study was undertaken to determine the information-seeking behaviour and use of information resources by faculty members in University of Yangon Library. The overall purpose of the study was to determine users' information requirements and their awareness of library services available to them. The study used a structured questionnaire to collect data. A questionnaire was designed to investigate the information-seeking behaviour of faculty members. The findings of the study will be useful to library management for planning. This study reveals users who are more or less satisfied with library collections and services, but who want training in the use of online information. Besides, this understanding can help to design and offer appropriate user-centered information systems/services for the university libraries in Myanmar.

KEYWORDS: Information Behaviour, Information Needs, Information Use, International Students, User Study, and Academic Libraries.

I. INTRODUCTION

The concept of life is vague without information. Modern information environments are large, dynamic and complex. In the last decade alone there has been an explosion in the amount of information available to be found and the type of tools one can use to find information. Modern society depends on information for all its activities. Every person has the need for information. Without valid and up-to-date information, it is impossible to do progress in any field of life [1]. There are various types of resources in a library because of the era of information and knowledge revolution. These resources have affected information seeking behavior of users. Libraries have always tried to identify the places their patrons visit and the tools they use to make sure they are fully serving these patrons. The teaching and learning environment in higher education require information that support for knowledge development. Without information teaching and learning cannot flourish or survive.

The term Information explosion describes the rapidly increasing amount of published information and the effects of this abundance of data. As the amount of available data grows, the problem of managing the information becomes more difficult, which can lead to information overload [2].

This information explosion and information overload gave the birth to the concept of studying the information needs and seeking behaviors of different groups of users. Information need is an individual or group's desire to locate and obtain information to satisfy a conscious or unconscious need [2]. Information is needed because it affects people's lives. People need information to obtain answers to specific questions.

Information is very important to every aspect of today's information society or human being. The process of information acquiring, using and implementing information are known as information seeking behavior. In the case of academicians, researchers and students it is even more important because they all need right and update information for their research need [3].

The library is the most widely-used source of information available to literate societies. Librarians must be aware of the kind of information being sought and how it can be obtained. With the proliferation of online resources and distance education opportunities, many libraries are attempting to meet user demands by expanding their reference services. Libraries function by and for the human act of information seeking. They make use of printed documents or e-documents to gather information. As academic libraries become fully immersed in the twenty-first century, they are beginning to realize that to best meet user needs, they must first look at user preferences [3].



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Information seeking behaviour is one of the important key concepts of user's study which covers various facets like information, need, use, access pattern, behaviour in different environment, etc.

INFORMATION SEEKING BEHAVIOUR

Information Seeking Behavior (ISB) is an area of active interest among librarians. User study is meant for systematic examination of the characteristics and behaviour of the users of the systems and services. User study is conducted to draw attention to the interrelationships among concepts used in the field. The user study is directly linked with the effectiveness of the library and information services as they aim at satisfaction of user needs. The key concept in the user studies or information needs is information seeking behaviour. It essentially implies the study of the use of the demand or need for information.

It results from the recognition of some need perceived by the user, who as consequence makes demand upon formal systems such as libraries, information enters, on line services or some other person in order to satisfy the perceived need. Information seeking refers to the process of collection and receiving information by different means. It may be through reading, published materials and communication with colleagues, etc. Behavior is concerned with mode of action, process of selection of information resources, process of carrying out research for information factor that affect his approach, etc [4].

According to Kakai, Ikoja-Odongo and Kigongo-Bukenya (2004), information seeking behaviour is the way people go about searching for information. The University libraries/ Academic Library face a number of challenges concerning with users' requirements during the era of information and knowledge revolution. Information-seeking behavior differs among the different kinds of user groups [5]. Academic libraries must understand the information needs of faculty and students in order to address those needs.

Information seeking behaviour can be described as an individual's manner of gathering and sourcing information for personal use, knowledge updating and development. Seeking for information, retrieving it, and using it lie at the heart of library studies and librarianship. In 2000, Wilson described information behaviour as the totality of human behaviour in relation to sources and channels of information, including both active and passive information-seeking, and information use. He described information seeking behaviour as purposive seeking of information as a consequence of a need to satisfy some goal.

Information-seeking behavior remains an important research area. Users are the basic component of information system and without it information system cannot achieve get its aim. In library it is very important to know who are users, what kind of information they need and how the library fulfill their needs. Libraries and other information providers strive to understand users' information needs and how they try to fulfill these needs. This understanding helps design and offer appropriate user-centered information systems/services [6].

This study is undertaken to determine the information-seeking behaviour and use of information resources by faculty members of Academic Library. The overall purpose of the study was to determine what their information requirements are and determine their awareness of library services available to them.

Nowadays, use of information, user's information seeking behavior, expressed needs of information, gaps in information supply, and types of information requirements to meet the variety of user has become major issues of specific concern in research activities.

It is therefore quite important that these universities be aware of information seeking behaviour of their current and derives some strategies of helping them, hence this study.

OBJECTIVES OF THE STUDY

Teachers in a University seek information for various purposes. Academic or University libraries must cater the expansion of information sources, the high demand of users and information application among service sectors. Understanding user information seeking behavior within the library context will help better inform libraries about reference user preferences. The ability of an academic library to fulfill its user expectations will yield user satisfaction for its services.

The objectives the study sought to address were to:

To identify changing needs of information professionals in Academic Library

To determine the strategies that information professionals are using to adapt to their changing needs

To explore the information seeking behavior of faculty members in University of Yangon Library



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To determine users' level of satisfaction with University of Yangon Library facilities and services
To know the affective service for the users

SCOPE OF THE STUDY

The University of Yangon offer undergraduate and postgraduate degree programmes. In this study, faculty members usually do research papers such as departmental research, and other research activities. This research emphasizes on faculty members in the University of Yangon.

RESEARCH METHOD OF THE STUDY

There are different categories of users in Academic Library such as undergraduates, postgraduates, faculty members, scholars, and researchers. The study focuses on faculty members in University of Yangon. Faculty members always do various types of research papers such as departmental research, project papers, and so on. Thus, they have to use library resources for their works.

In this study, respondents are randomly selected among faculty members. The study is based on data collected from faculty members using a questionnaire. Qualitative and quantitative research design is used for the study. Survey method is used to collect the information. Structured Questionnaire was the tool which is used to gather data. Since researcher needs reliable information from which to draw robust conclusions, structured questionnaire helps by enabling the detailed examination of a sizeable group.

II. LITERATURE SURVEY

Literature review discusses published information in a particular subject area within a certain time period. Literature Review is a body of text that aims to review the critical points of current knowledge on a particular topic. Literature review involves finding, reading, understanding and forming conclusions about the published research and theory on a particular topic [7]. A review of literature gives a critical summary of research on a topic. Thus, researcher needs to study literature concerned with particular topic firstly.

Many studies in information science concerning university students' information behaviour have described students' use of library services, and problems in using those services. These studies report that students seldom buy books; they have difficulties in using libraries.

The term "information behaviour" has been defined in different ways. One widely quoted definition is that of Wilson, who describes it as "the totality of human behaviour in relation to sources and channels of information, including both active and passive information use" [8]. Pettigrew *et al.* (2001) refer to information behaviour as "the study of how people need, seek, give, and use information in different contexts, including the workplace and everyday living [9]."

According to Wilson (1999, 2000), information-seeking behavior includes "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 [10,19]. Kakai, et al., (2004) have defined information-seeking behavior as an individual's way and manner of gathering and sourcing for information for personal use, knowledge updating, and development [5].

Lila (2010) has found out that the social science facilities heavily depend on books and journals for teaching. Their use of informal sources is comparatively less than formal sources. Journals and books are considered as the most important for sources to meet their needs. Among the informal sources conferences, subject experts and colleagues are given higher importance than librarians and government officials.

Shokeen and Kushik (2002) studied about information seeking behavior of social scientists working in the universities located in Haryana. They reported most of the social scientists visit the library daily [11]. The first preferred method of searching the required information by the social scientists followed by the searching through indexing and abstracting periodicals, and citations in articles respectively. The social scientists use current journals followed by books.

Fidzani (1998) conducted a study in the University of Botswana, Gaborone, to establish the information needs and information seeking behaviour of undergraduate students. His findings revealed that there was a heavy reliance on library books, textbooks and Journals as sources of information used for course-work. The researcher further stated that



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students primarily relied on scanning the shelves, or browsing through journals than using the index and abstract databases to locate information [12].

Emmanuel E. Baro', George O. Onyenania and Oni Osaheni (2010) studied Information seeking behaviour of undergraduate students in the humanities in three universities in Nigeria. They pointed out that information gathering could be a challenge and an arduous task to the tertiary institution students in Nigeria. As revealed from this study, the predominant information needed by undergraduate students is academic information. Understanding the actual needs of information users and taking steps to satisfy them is the first step towards effective service provision. Librarians could redesign strategies intended to improve the provision of library services especially towards information skills development and information resource awareness. The university libraries face a number of challenges in its user's instruction programs, yet it is through user education that the librarians' work is made easy and the students' efforts quickened while retrieving and utilizing the library's information resources [13].

Ma KyuKyuSwe also study on the Information Seeking Behaviours of Faculty Members and Researcher Scholars of Mandalay University. By studying this research, requirements of faculty members and their seeking behaviors can be known. It is recommended that library staff or reference librarians could use their time in a better way by focusing on assisting users. Reference librarians should help users to improve their skills in information seeking activities and to find the different types of information they need [14]. Kakai, et al., (2004) have defined information-seeking behavior as an individual's way and manner of gathering and sourcing for information for personal use, knowledge updating, and development [5]. Makri (2009) in his doctoral thesis studied lawyer's information behaviour leading to the development of two methods for evaluating electronic resources [15]. Overall, findings were positive regarding both methods and useful suggestions for improving the methods were made.

Haruna and Mabanwonku (2001) examined the information needs and seeking behaviour of lawyers in Lagos, Nigeria. The study revealed that many lawyers perceived the need to know the latest decisions of superior courts as their greatest professional information need [16]. Other expressed needs include knowing recent legislation, obtaining information on local and international seminars and conferences, and on acquisition and application of legal "know-how". These legal information needs are met through a number of sources.

Challener (1999) investigated artists and historians teaching in five liberal arts colleges and three universities. Results found that they need information for teaching. The participants almost all subscribe to art journals, and many read newspapers. They visit libraries frequently, usually more than one library, and unlike previous reports, the majorities are willing to ask the librarian for help. A large percentage of both art historians and artists are using computers for teaching. All 27 participants use slides extensively in the classroom, supplemented in most cases by textbooks [17].

III. UNIVERSITY OF YANGON LIBRARY

BACKGROUND HISTORY

There are twenty teaching departments in the University of Yangon. University of Yangon offers undergraduate and postgraduate degree programmes. The undergraduate programmes are subdivided into three categories: Arts (B.A.), Sciences (B.Sc.), and Law (LL.B). In 1927, the foundation stone of Yangon University Library was laid down by the University Chancellor and Governor Sir Hercourt Butler. The first librarian of the library was U KhinZaw (pen name K). Before the Second World War, it was famous library for its valuable collections such as Myanmar Literature, Manuscripts, and the sources of South East Asia. After World War II, U Thein Han (SayaZawGyi) organized the library. In 1964, it was again reorganized. Then, it served as Universities' Central Library for colleges and universities in Myanmar. In 1980, a new building was completed adjacent to the old building. In 1987, the library was re-established again as Yangon University Library. DawMyintMyintKhin was the first librarian. Now, librarian is Dr. HlaingHlaingGyi [18].

Special attention was given to the collection of documents relating to and suitable for research and reference rather than documents related to teaching. Consequently, the library became famous for its various collections: documents concerned with Myanmar and neighboring countries as well as palm-leaf bundles, paper manuscripts, old printed materials, a few ink stone inscriptions; cultural and literary records and books on social, economic and political events relating to Southeast Asia [18].

University of Yangon offers undergraduate and postgraduate degree programmes. The library facilities of the University of Yangon Library are primarily for the use of students, researchers, faculty members, administrative officers, and staff of the University. The main aim is to support the teaching and research programmes of teaching staff, scholars, researchers and students.

Missions of library are as follows:

To enable students to acquire information in support of their academic goals and to enhance their knowledge;



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To enhance the professional growth of teaching staff by supporting teaching and research programmes;
To provide professional guidance between users and information sources; and
To provide high quality information services based on the needs of library users [18].

Successive Librarians

U KhinZaw (K)	1930 – 1945
U Thein Han	1946 - 1968
U Thaw Kaung	1969 - 1997
DawMyintMyintKhin	1986 – 1994
U MyatSoe	1995 - 2002
U Kyaw Win	2002 - 2003
DawKhinHninOo	2003 – 2011
Dr. HlaingHlaingGyi	2012 - to date

1) Services

A) Circulation Service

The library facilities of the University of Yangon Library are primarily for the use of students, researchers, faculty members, administrative officers, and staff of the University. The main aim is to support the teaching and research programmes of teaching staff, scholars, researchers and students.

There are two sections in the library. Circulation 1 stands for Social Science subjects situated on the ground floor. Natural Science subjects can be borrowed at Circulation 2 located on the first floor.

B) Membership

Sr No	Types of Users	No of cards	Loan Period		English
			Myanmar		
1	Faculty Member	5	2 weeks	4 weeks	
2	PhD. candidates	4	2 weeks	4 weeks	
3	Students	3	2 weeks	4 weeks	
4	Office Staff		2	2 weeks	4 weeks

C) Reference Service

As reference service is a significant service and an essential function in the library, it is the primary information centre of the library, providing library users with research assistance and various (numerous) guidance to all printed and electronic resources. The service normally provides the personalized help by email, and by phone. Telephone reference service is available by dialing (951) 537250. Any readers may also contact the library via e-mail to univ.yangonlibrary@gmail.com. The section is located on the first floor.

D) Computer Service

This section is located on the ground floor. Since 2000, the Electronic Library (ELIB) software has been started to entry the library collection. Electronic cataloguing continues to provide the required services for 23,975 English books, 12,870 Myanmar books and 7,959 dissertations which have been updated in the electronic catalogue. The Library is now partially computerized with an integrated system connected to the ADSL line and the Fiber Optic Cable providing Internet and e-mail facility to the University of Yangon community. The Library collection can be searched by author, title, subject and keyword which can also be searched through E-LIB Software. It also provides internet access and electronic books to scholars and researchers. Up to now, the Library has 3,400 e-books, forming a documentation resource system to meet the demands of teaching and research [18].

IV. DATA ANALYSIS ON FACULTY MEMBERS

FACULTY MEMBERS

There are twenty teaching departments in the University of Yangon including Arts and Science. This research also studied and surveyed seeking behaviours of faculty members. At first, researcher sent questionnaire to collect data to the faculty members who use library. And then, the research studied based on collected data. Faculty members have

many duties at the department such as teaching, doing departmental research, guiding researchers, compiling group work project and so on. Thus, they seek information from the various sources, types, and ways which are convenient to use for them. At this portion, the study was limited to the faculty members at the University of Yangon.

PURPOSE OF SEEKING INFORMATION

Various faculty members have various purposes for getting information from the library. Their purpose of seeking information is based on nature of work. Respondents were inquired to state their purpose of finding information.

Table 1. Faculty Members’ Purpose of Seeking Information

Sr.No.	Sources of Information	No. of Respondents	Percentage
1	For doing research work	62	62
2	For writing papers and presenting paper	16	16
3	For doing PhD.	0	0
4	For preparing class lecturers	16	16
5	For guiding researchers	0	0
6	General knowledge	6	6
7	Current awareness	0	0
8	For doing assignment	0	0
Total		100	100

Sources: Survey

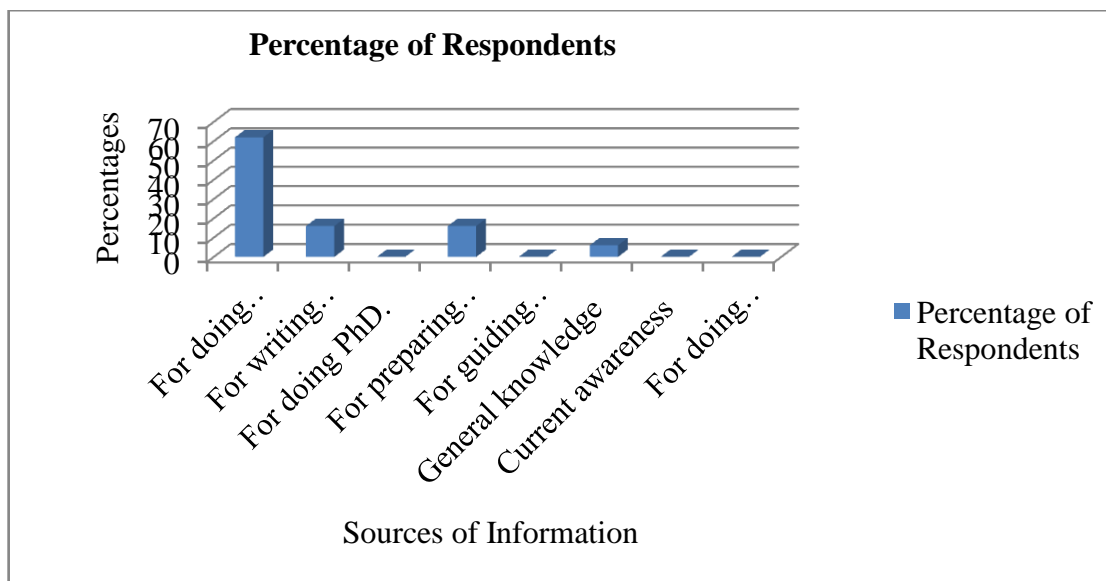


Fig .1.Faculty Members’ Purpose of Seeking Information

The above table and figure show purpose of faculty members’ for seeking information. The faculty members use the library for doing research, preparing class lecturers, guiding researchers, current awareness and so on. Among them, majority of faculty member (62%) seek information for doing research work. Sixteen percentages of faculty members were for writing paper and preparing class lecturer. Six percentages were general knowledge. Thus, it

indicates that the least number of faculty members seek for general knowledge but no faculty members seek information for guiding researchers and current awareness. For doing PhD and For doing assignment are not concerned with them because of teachers.

TYPES OF INFORMATION SOURCES

Today, information can be accessed through various channels from various sources e.g. print, electronic and oral. So, information can be found in many forms of sources. The study categorized information such as Periodicals, Newspapers, Reference Books, Government Publications, Thesis & Term Papers, Texts Books, and Others. The respondent was asked to mention types of information.

Table 2. Descriptive Analysis for Types of Materials (Faculty Members)

SrNo.	Types of Materials	No. of Respondents	Percentages
1	Periodicals	9	9
2	Newspapers	6	6
3	Reference Books	67	67
4	Government Publications	2	2
5	Thesis/ Term Papers	7	7
6	Texts Books	3	3
7	Others	3	3
8	E-Books	3	3
Total		100	100

Sources: Survey

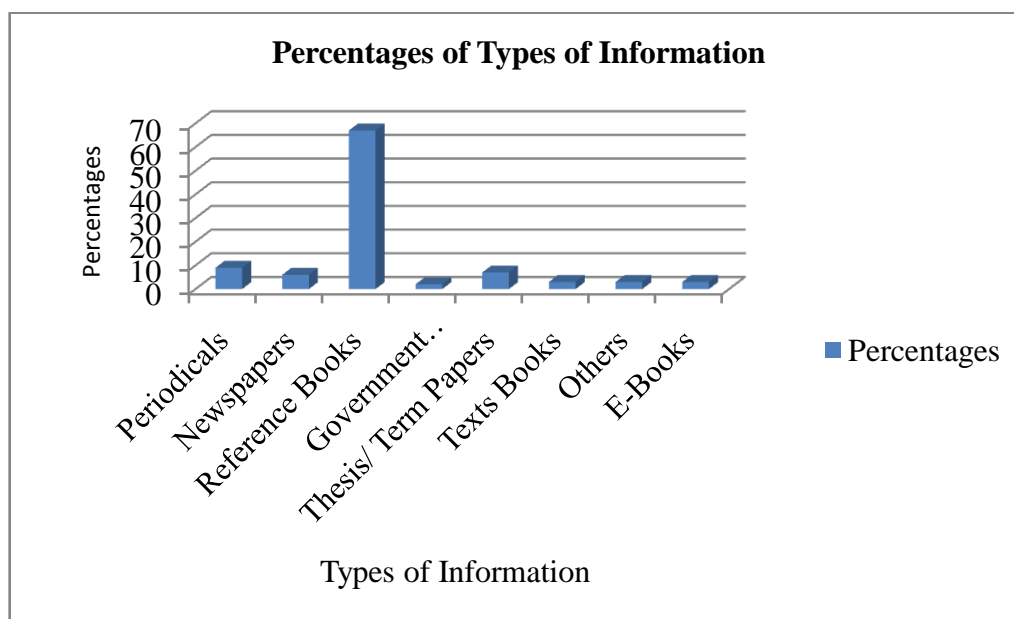


Fig. 2.Descriptive Analysis for Types of Materials (Faculty Members)

From the above table and graph, 67% of respondents seek information from reference Books, 9% is Periodicals, 7% is Thesis & Term Papers, 6% is Newspapers, 3% are Text Books and E-Books, and 2% or the lowest numbers is Government Publications. Thus, the majority of faculty members use reference materials for doing research papers and lecturing their class. Although the library has various types of information sources such as Periodicals, Thesis & Dissertations, it can be noted that reference sources in the library are suitable for its users. But, these sources can be consulted in the library alone i.e. they cannot be borrowed from the library.

METHOD OF INFORMATION SEEKING

There are various types of methods for seeking information in the library. They are Library Catalogue, Internet, Reference from a Book, and Databases. Users can get their needs through these ways. The research studied which method is effective method for their seeking information.

Table 3. User's Method for Information Seeking (Faculty Members)

Sr.No.	Method	No of Respondents	Percentage
1	Library Catalogue	48	48
2	Internet	42	42
3	Reference from a Book	5	5
4	Databases	5	5
Total		100	100

Sources: Survey

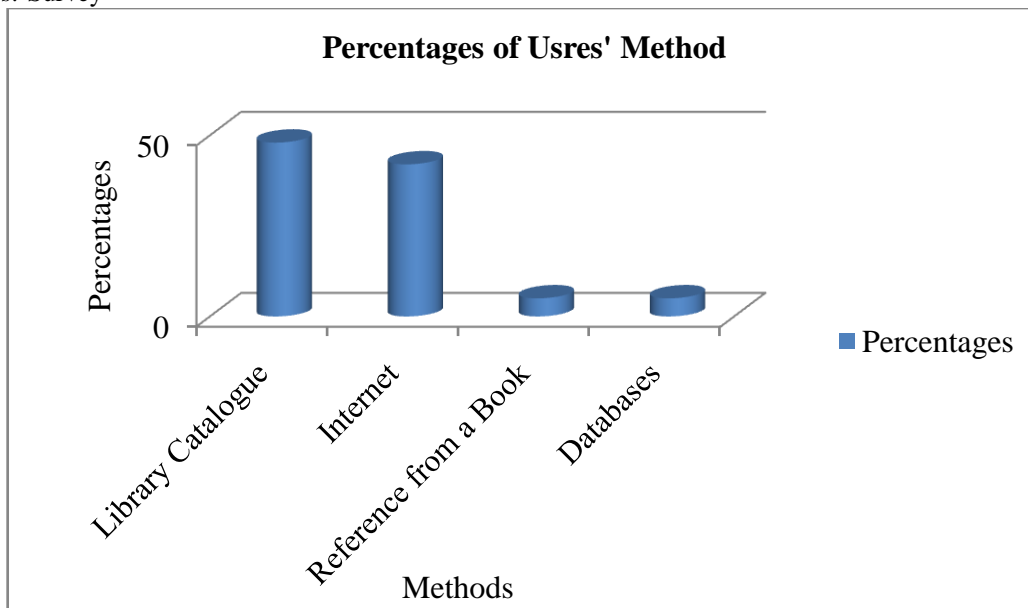


Fig. 3. Faculty Members' Method of Information Seeking

The table shows that 48% respondents used library catalogues, followed by accessing internet (42%), and reference from books and databases (5%). According to above table, using library catalogue and accessing internet are high for seeking information. According to this table, respondent of using library catalogue is the highest number in the user's methods. The findings of the study show that the majority of the respondents had good awareness of library catalogue. Thus, it can be noted that library catalogue, a tool for information retrieval, is convenient to meet their needs.

LANGUAGES FOR READING MATERIALS

University of Yangon Library has collected materials written in Myanmar and English Languages. A question was asked to find out the language of reading materials preferred by the faculty members. Respondents were asked to mention the materials which are preferred language for their needs.

Table 4. Descriptive Statistics of Faculty Members' Preferred Language

Sr. No.	Language	No. of Respondents	Percentage
1	Myanmar	26	26
2	English	74	74
Total		100	100

Sources: Survey

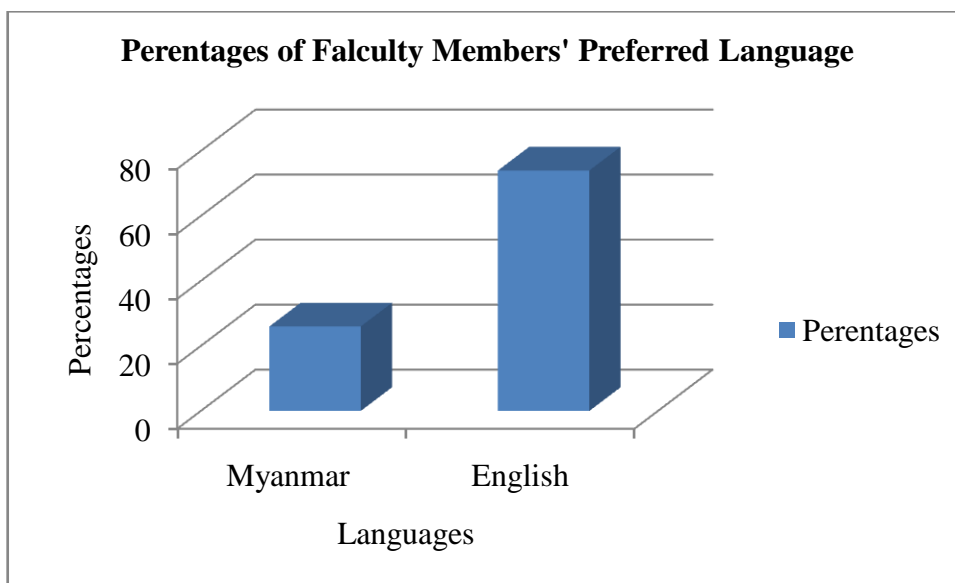


Fig. 4. Percentages of Faculty Members' Preferred Language

The results cleared from the analysis that most of faculty members utilized materials written in English language because majority of sources concerned with subject are written in English.

SOURCES ACQUIRING INFORMATION RESOURCES

Generally, users acquire information resources through Internet, or Library Materials, Print Media, and Electronic Media. Thus, respondents have to mention the source of information which they acquired. The research gave four sources such as Internet, Library, Print Media, and Electronic Media.

Table 5. Descriptive Statistics of Faculty Members' Source of Acquiring Information Resources

Sr. No.	Source of Acquiring Information Resources	No. of Respondents	Percentage
1	Internet	67	67
2	Library	33	33
3	Print Media	0	0
4	Electronic Media	0	0
Total		100	100

Sources: Survey

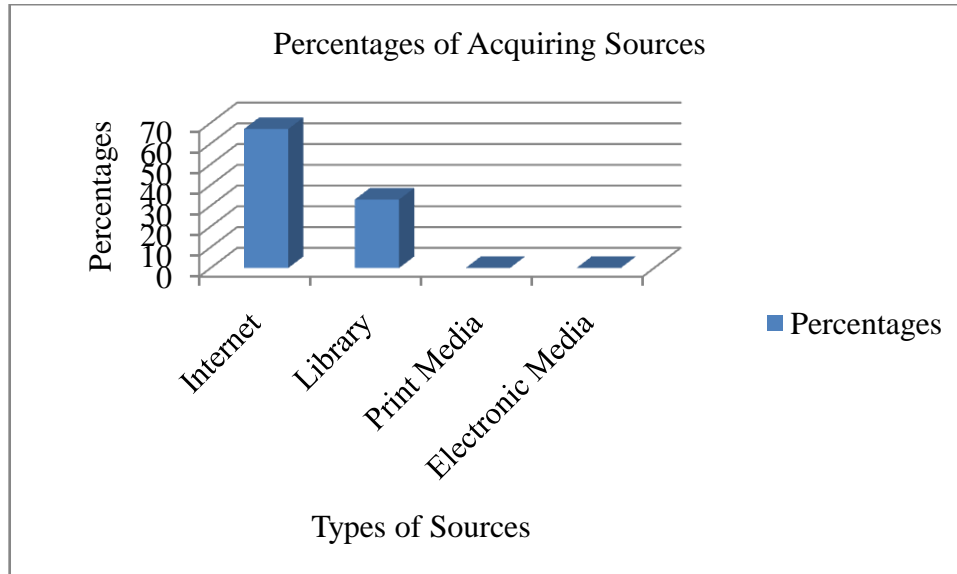


Fig. 5. Percentages of Faculty Members' Acquiring Resources

The result shows that majority of respondents (67%) depend on Internet to acquire information resources followed by the Library with 33% of respondents. It can be noted that the Internet was the most-chosen medium for finding information amongst the faculty members.

LIBRARY VISITS

Survey respondents were asked whether they visit library daily/weekly/monthly for their needs. As they are faculty members, they use library for doing research, guiding researchers, and preparing lecture.

Table 6. Library Visit by Faculty Members

Sr.No.	Time	No. of Respondents	Percentage
1	One day a week	28	28
2	Daily	14	14
3	Frequently	58	58
Total		100	100

Sources: Survey

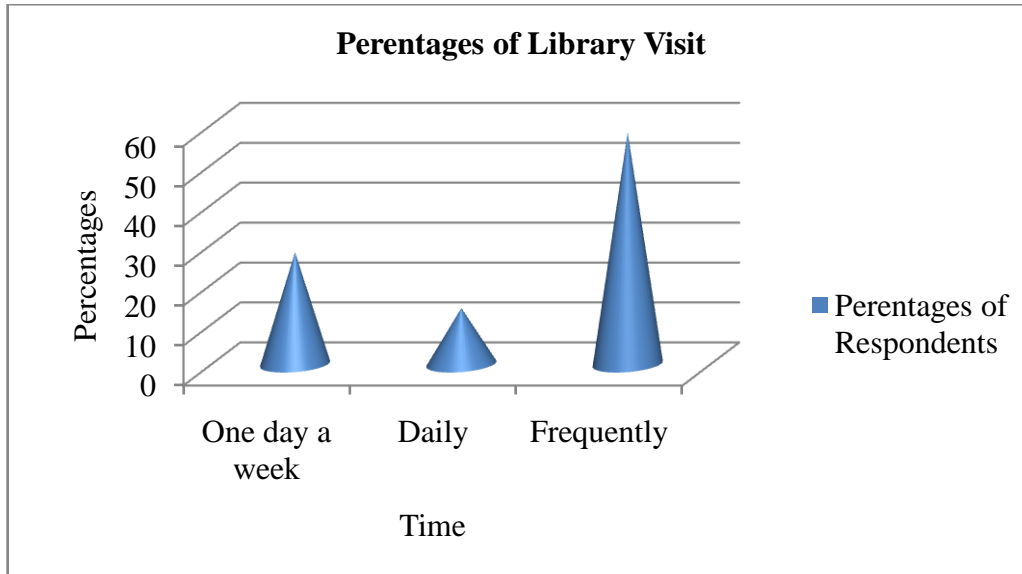


Fig. 6. Percentages of Library Visit (Faculty Members)

According to the result, 58% of faculty members frequently used library, followed by one day a week (28%) and 14% used daily library. Thus, it can be noted that majority of faculty members visit frequently library for their needs.

SATISFACTION FROM LIBRARY SERVICES

The library being in the forefront of information provision has it as a duty to ensure that the provision of information is done to suit the needs. The results of this study reveal users who are more or less satisfied with library collections and services.

Table7. Satisfaction from Library Services (Faculty Members)

Sr.No.	Satisfaction	No. of Respondents	Percentage
1	Fully	61	61
2	Partially	34	34
3	Least	0	0
4	No Comment	5	5
Total		100	100

Sources: Survey



Fig. 7.Satisfaction from Library Services (Faculty Members)

A majority of respondents rated the library services at 61 percent of their satisfaction level. Thus, it can be said that A majority of faculty members are satisfied with all the information they are getting from the identified sources.

INTERNET USAGE

The development of information technologies and the internet has led to many changes in libraries. As users can obtain various types of information through Internet, Internet is an effective tool for searching information. The faculty members were asked to state whether they use internet while seeking information or not.

Table 8. Internet Usage of Faculty Members

Sr. No.	Internet Usage	No. of Respondents	Percentage
1	Yes	97	97
2	No	3	3
Total		100	100

Sources: Survey

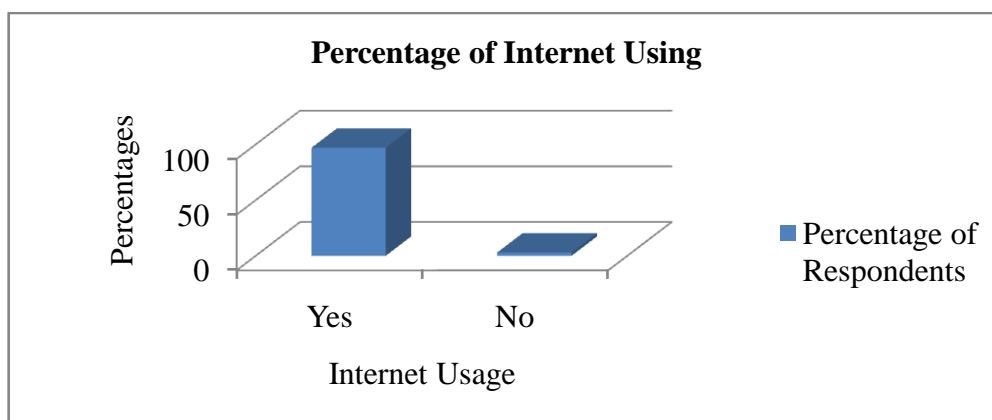


Fig. 8. Internet Usage of Faculty Members

Today Internet provides worldwide access to information and has become very popular. The result shows that majority of respondents (97%) approached Internet to search for their needs. Thus it can be remarked that sources on internet are reliable for faculty members.

TIME SPENT ON USE OF INTERNET

Internet holds various types of information from every field. It holds primary, secondary and tertiary sources of information in a wide range of subject fields and in varying formats. Today Internet is considered as a boon for accessing worldwide information in different subject field. And then, Internet also provides access to large number of databases which are mostly used for educational purposes. Thus, faculty members rely on internet for their needs. For this study, respondents were asked their using Internet.

Table 9. Statistics of Faculty Members about Time Spent on Using the Internet

Sr. No.	Use of Internet	No. of Respondents	Percentage
1	Daily	67	67
2	At least once a week	28	28
3	At least once a fortnight	1	1
4	At least once a month	-	-
5	Rarely	4	4
Total		100	100

Sources: Survey

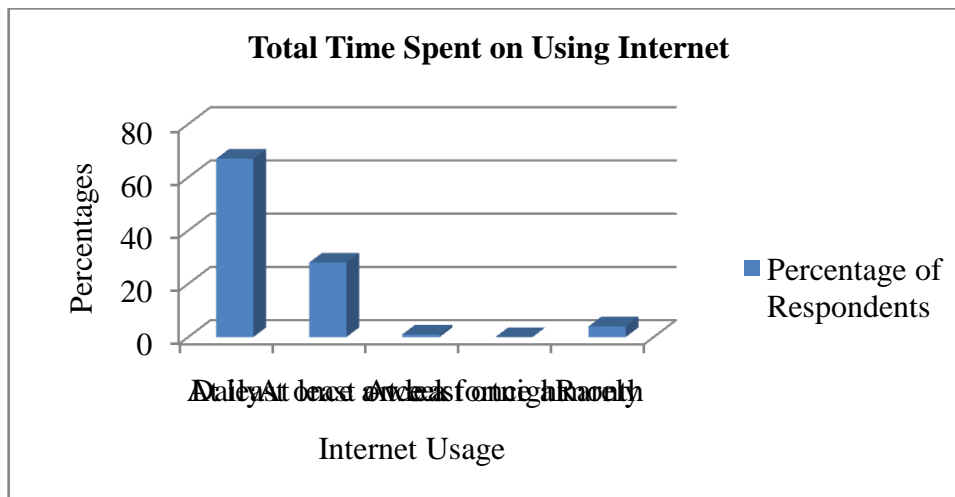


Fig. 9. Time Spent on Internet Usage (Faculty Members)

According to the above table, 67% of respondents use Internet daily to seek information, 28% use it at least once a week and 4% rarely use it. Thus, the majority of faculty members use Internet. It can be remarked that the use of the Internet has also become a major resource for faculty members' needs.

TYPES OF INTERNET USING

There are various types of services through Internet where Internet supports all the information required for the academic work. They are Email, Downloading Resources, Software and Databases.

Table 10. Statistics of Faculty Members about Types of Internet Using

Sr. No.	Item	No. of Respondents	Percentage
1	Email	35	35
2	www. resources	32	32
3	Downloading software	17	17
4	Online Databases	16	16
Total		100	100

Sources: Survey

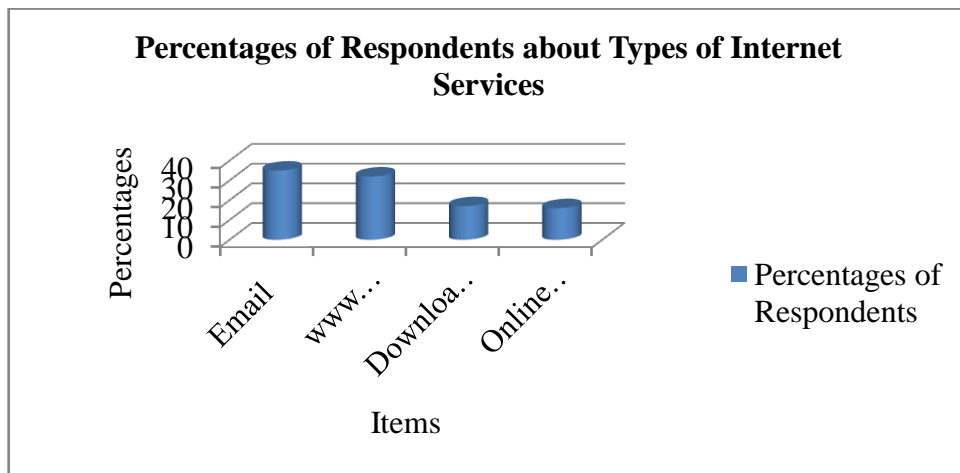


Fig. 10. Statistics of Faculty Members about Types of Internet Using

Survey result indicates that majority of respondents use Internet for using Email and resources from World Wide Web which the Web provides a common platform for the delivery of electronic resources to users.

PURPOSE OF USING INTERNET

There is variety of purposes of using Internet for faculty members. According to the nature of teaching staff, faculty members have teaching duty, guiding researcher paper, and doing research work. For this study, respondents were asked about their purpose on using internet such as research, teaching, personal interest, entertainment and doing research.

Table 11. Statistics of Faculty Members' Purpose on Using Internet

Sr. No.	Purpose	No. of Respondents	Percentage
1	For Research	79	79
2	For Teaching	16	16
3	For Personal Interest	1	1
4	For Entertainment	1	1
5	For Doing Assignment	3	3
Total		100	100

Sources: Survey

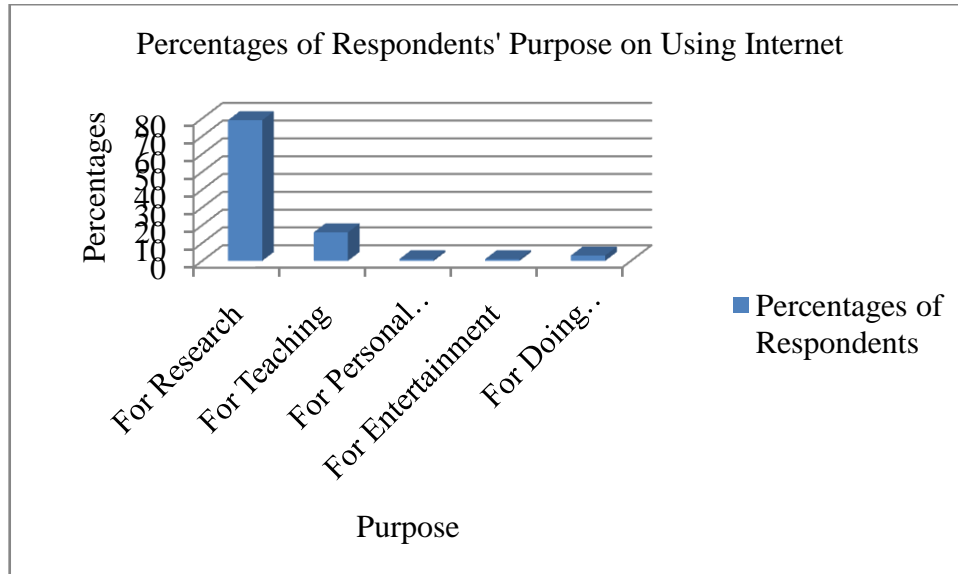


Fig. 11. Statistics of Faculty Members' Purpose on Using Internet

According to survey, majority of faculty members (79%) utilized Internet for their research doing, 16% of respondents use it for the purpose of teaching, while personal interest and for entertainment are less preferred or 1% because of teaching staff.

USE OF ELECTRONIC RESOURCES

Today, as there are the developments of information technologies and the internet, library has acquired different formats of information resources such as print, non-print including electronic resources. A turning point in the dissemination of information is accessing electronic resources through Internet. The library has purchased subscriptions to many electronic resources in order to provide for its patrons. Thus, users can seek information through not only printed materials but also electronic resources.

Table 12. Statistics of Using Electronic Resources (Faculty Members)

Sr. No.	Use of the Electronic Resources	No. of Respondents	Percentage
1	Yes	82	82
2	No	18	18
Total		100	100

Sources: Survey

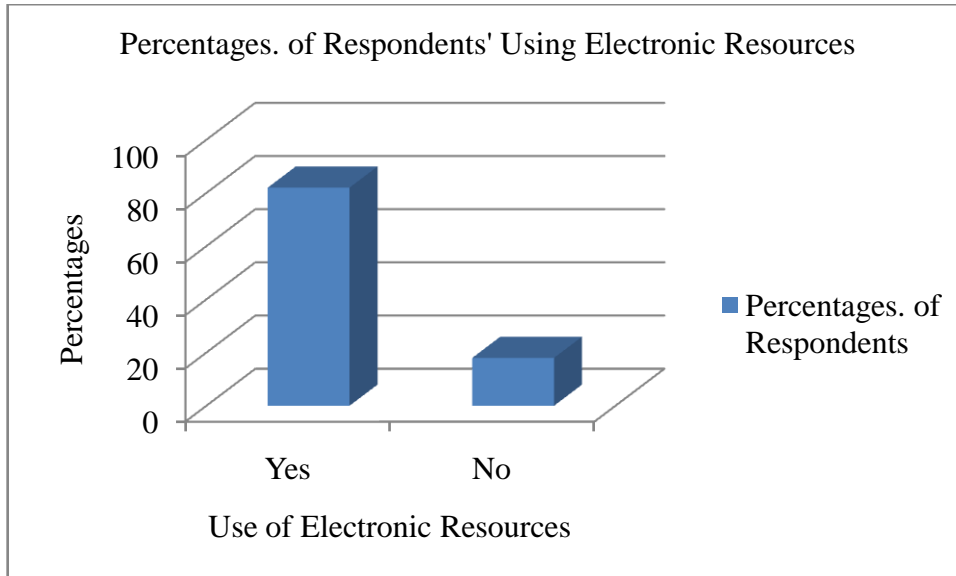


Fig.12. Statistics of Using Electronic Resources (Faculty Members)

According to the survey, 82% of respondents seek information through electronic resources. So, it can be noted that faculty members rely more on electronic resources than other printed materials.

TYPES OF ELECTRONIC RESOURCES

Nowadays, the role of electronic resources is vital in the Academic Libraries. E-Resources include lots of things: full-text journals, newspapers, company information, e-books, dictionaries, encyclopedias, economic data, digital images, industry profiles, market research, career information, etc. In this portion, the users who used electronic resources were asked which type of electronic resources is convenient for their needs. In this research, there are only three types of electronic resources such as CD-ROM, E-journals, and E-books.

Table 13. Statistics of Types of Electronic Resources (Faculty Members)

Sr. No.	Types of Electronic Resources	No. of Respondents	Percentage
1	CD-ROM	38	30.4
2	E-Journal	30	38
3	E-Book	14	31.6
Total		82	100

Sources: Survey

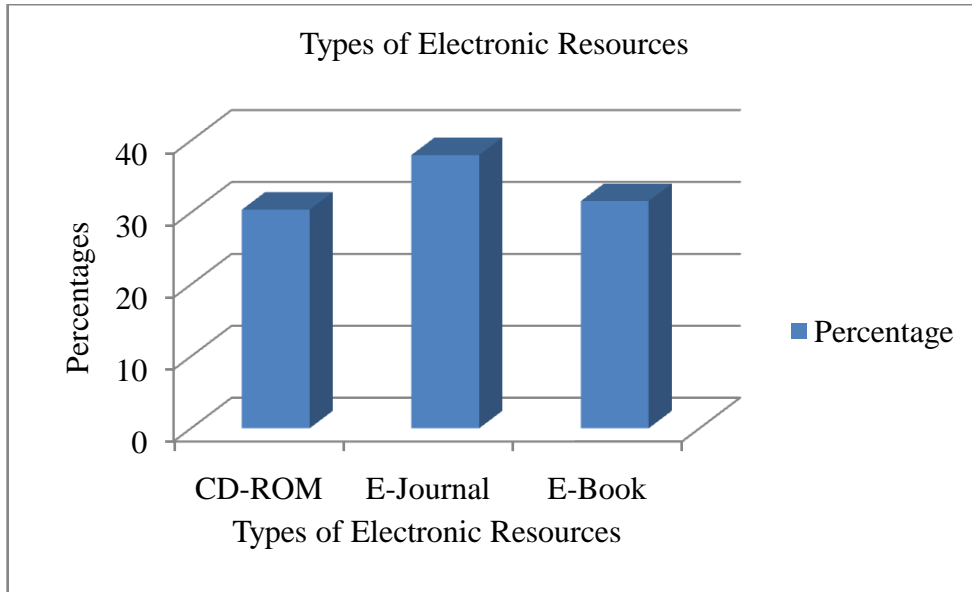


Fig. 13. Descriptive Analysis for Types of Electronic Resources

By studying above table and graph, it can be noted that most of faculty members use Electronic Journals for their needs. Electronic journals include various kinds of scholarly articles and research papers. Thus, it can be said that these are one of useful resources for academic users.

V.CONCLUSIONS

Libraries form a vital part of system of education and information storage and retrieval. These libraries make available the information through books, manuscripts, journals, films, recordings and other media the knowledge. Academic users use library resources in their works such as doing research activities, teaching, doing assignments, guiding research papers, learning and educational development. The success of any library system depends upon the effectiveness and efficiency of their information services.

The ultimate goal of any information retrieval system is to support users in fulfilling their information needs. Information seeking is a fundamental activity in the process of gathering information. So, effective information seeking has become essential in the information society. As today is in the age of electronic media, the library materials include the rapid growth of digitally recorded information. The library operation works are comprised of complex information management systems. Future libraries' systems must be more user-centered rather than system-centered.

In this study, 100 respondents in University of Yangon were surveyed for their seeking behaviours.

For Faculty Members, survey results indicated findings as follow.

Most of respondents use library for the purpose of doing research works because they have to do departmental research, project papers, guiding research. The library has many types of materials such as periodicals, reference sources, government materials, thesis & dissertations, and others but majority of faculty members utilized reference books. Although there are searchable tools to access information from the library, faculty members used library catalogue and gather information through Internet. Nowadays, Internet is one of the means to access information because of rapid developments in information and communication technologies (ICTs). Thus, the research shows that most of faculty members use Internet daily for their needs. The majority of respondents (58%) visited the library frequently and they satisfied with library service and sources fully. Thus, it can be said that the library services and its resources are very convenient and the library is reliable center for their seeking information. They utilized Internet for the purpose of using E-mail and accessing resources from the web. The library acquires materials written in English and Myanmar languages but books in English are depended because most of books on subjects are written in English.

In regard to information seeking behavior of users in University of Yangon, it is recommended that library staff or librarian could use their time in a better way by focusing on assisting users. The finding of survey supported the



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librarians with current data on their targeted user, which should be used to make management decisions about collections, services, information formats, use of resources.

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