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# Role of Emotions in Seeking and Sharing of Information in Library of Babasaheb Bhimrao Ambedkar University, Lucknow, India


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# ROLE OF EMOTIONS IN SEEKING AND SHARING OF INFORMATION IN LIBRARY OF BABASAHEB BHIMRAO AMBEDKAR UNIVERSITY, LUCKNOW, INDIA

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## Abstract

*The paper deals with role of emotions in seeking and sharing of information in library of Babasaheb Bhimrao Ambedkar University of Lucknow, which is Central University. The students and faculty members of the university are surveyed with the help of questionnaire. The various resources used, problems faced in seeking information. And management of emotion in respect to information seeking is done in detailed way. The emotions are effected by information seeking is also analysed in the paper. The feelings of users like when they receive information, or when they receive information beyond their expectation, when they don't receive the information is also analysed and discussed. The management of anger and anxiety is also highlighted in the paper.*

**Key Words: Information Seeking Behaviour, Emotion, Information Sharing**

Emotions are important in many areas of marketing, as "...they influence information processing, mediate responses to persuasive appeals, measure the effects of marketing stimuli, initiate goal setting, enact goal-directed behaviours, and serve as ends and measures of consumer welfare (Anthony & Bates, 2013).

Emotions play a significant role in the workplace and staff/authorities' emotions. Emotional factors are equally important because they affect the general tone of discussion and influence the ways in which participants seek and share information. The main aim of the present study is to elaborate the picture of the role of emotional expressions in information seeking and sharing. The main emphasis will be placed on ways in which positive and negative emotions are expressed in the context of information seeking and sharing.

### **Information Seeking Behaviour**

The phrase 'Information Seeking Behaviour' has been defined variously by different authors. The following definitions of information seeking behaviour will, however, make the concept clearer.

Information seeking behaviour is a means towards reducing uncertainty and solving, in this case, the information needs of an information consumer. According to Kripke's, Information seeking behaviour refers to "any activity of an individual that is undertaken to identify a message that satisfies a perceived need."

King defined information seeking behaviour as "a manner in which a user conducts himself in relation to a given information environment. It is, therefore, regarded as essentially, a process of interaction between the user and the rest of the information system." Mick observed that the information producing and information seeking behaviours are closely linked and are the reasons why most information systems are not better accepted as they fail to provide linkage between the two activities.

Wilson, 1995 and as such its history may be considered to date back to the first studies of scientific communication and information use (Royal Society, 1948). Its use has also changed in line with developments in that field. Early references to information-seeking behaviour would be referring to scientists' use of formal and informal communication channels and with a predominantly quantitative flavour unpacked, the expression 'information-seeking behaviour of scientists' would, typically be referring to the different proportion of scientists consulting with colleagues, using journals or books, employing abstracting services, receiving preprints or reprints, attending conferences, and their associated preferences in terms of channel.

### **Emotions**

A mental state of readiness that arises from cognitive appraisals of events or thoughts; has a phenomenological tone; is accompanied by physiological processes; is often

expressed physically (e.g., in gestures, posture, facial features); and may result in specific actions to affirm or cope with the emotion, depending on its nature and meaning for the person having it. The emotions effect the general routine of working.

In this study, it will find out that how emotions affect the behaviour of users/staff for sharing the information.

How the emotions affect the behaviour of users?

How the services of library affected by the user's emotions?

How the staff's behaviour affect the information seeking?

## **SCOPE OF THE STUDY**

The study has undertaken to keep in mind the emotional attitude of the users. The study intended to find out the information seeking behavioural approach of the users in the Library of BBA University, Lucknow.

The population of the study is the student and teaching faculties of the university. However, the study is based on the survey of the random sampling of the population. The scope of the study is covered the UG, PG, Research Scholar and the teaching faculty who use the library.

Since the study covers the psychological aspects of the users, therefore, the other point of view i.e. Librarian and staff also included in it. As per library website, there are more than 2000 users combining students, researchers, faculties and others.

## **OBJECTIVES**

The objectives of the study are as follows:

1. What are the reactions of users for getting the information?
2. To know the positive and negative emotions impact on user behaviour.
3. To measure the impact of emotional intelligence on users.
4. To know the reaction of staff for sharing the information.
5. To measure the impact of technology on user's information seeking behavioural approaches.
6. To know the major problems faced by the users while seeking information.

## **Questionnaire**

For this study, a questionnaire will be used as a data gathering instrument. It will be contained a series of questions, presented in a specific order to elicit responses from the respondents. For this study, a comprehensive questionnaire will be designed to collect data on different aspects of the Institutional Repositories.

## **Profile of University and Library**

## **Introduction**

In Indian education system university plays a vital role. The university develops the minds and generates knowledge. There are **45** central universities in which **40** universities are under *Ministry of Human Resource Development (MHRD)* while 5 universities are not under *MHRD*. There are 4 central universities in Uttar Pradesh. These are:

1. Aligarh Muslim University (AMU), Aligarh
2. Banaras Hindu University (BHU), Varanasi
3. University of Allahabad (AU), Allahabad
4. Babasaheb Bhimrao Ambedkar University (BBAU), Lucknow

The *Babasaheb Bhimrao Ambedkar University (BBAU)*, Lucknow is one of the premier central universities in the country. The jurisdiction of this residential University is over the entire state of Uttar Pradesh. *Babasaheb Bhimrao Ambedkar University* is a Central University, established on **10th January 1996**

## **Library Profile**

The library is the heart of the university. The Central Library, BBAU, Lucknow has been named as Gautam Buddha Library after the name of Lord Gautam Buddha. The foundation of the library services of Babasaheb Bhimrao Ambedkar University, Lucknow was laid in January 1998. Keeping with the version and mission of the University, the library has been established “*to promote knowledge and application through its effective dissemination of knowledge and information*”. The library acts as learning resource centre of the University to supplement education and information needs of the faculty and students. It also provides information services and facilities to meet the requirement of the teaching, training, and research programmes. The library services are also open to University staff and visitors. During the Year 2014-15, the modular furniture has been brought for the students. Now the reading capacity of the Library has increased as 500 at a time. The inauguration of the Lifts in the Library has done by the Hon’ble Vice Chancellor by this; the movement of students from one to another floor becomes easy. The library building is fully fleshed Air-Conditioned building. It is in the centre of the university campus i.e. on the half way from each entrance gate.

## **Opening Hours**

The library remains open on each working day from 8:00 am to 8:00 pm for its readers. However, on Saturday it opens from 9:30 am to 5:00 pm.

### Membership

The registered members are issued Borrower's tickets as per their entitlement given as blow:

**Table: 1 Privilege from Library**

| S. No. | Category of Member  | Borrowing Privileges | No. days |
|--------|---------------------|----------------------|----------|
| 1      | PG Students         | 2                    | 15       |
| 2      | PhD. Scholars       | 4                    | 15       |
| 3      | Faculty Members     | 8                    | 30       |
| 4      | Group 'A' Officials | 3                    | 30       |
| 5      | Others              | 1                    | 15       |

### Membership for the year

**Table: 2 Membership of the Year 2015-16**

| Sr. No.      | Type of Membership | Male | Female | Total       |
|--------------|--------------------|------|--------|-------------|
| 1            | Faculty            | 100  | 02     | 102         |
| 2            | P.G. Students      | 1051 | 679    | 1730        |
| 3            | U.G. Students      | 360  | 138    | 498         |
| 4            | Ph.D. Students     | 66   | 35     | 101         |
| 5            | Non-Teaching       | 28   | 2      | 30          |
| 6            | Guest Faculty      | 18   | 8      | 26          |
| <b>Total</b> |                    |      |        | <b>2487</b> |

### Online Facilities

The library provides the information through its website. It has own Online Public Access Catalogue (OPAC) by which users searched their information easily. It subscribed to 14 major databases in various areas of Science, Social Science, Arts, and Humanities, Engineering and Law provide electronic access to 8257 full-text e-journals through UGC\_INFONET Digital Library Consortium, Ahmadabad. The breaks up details of the same are given below:

### Bibliographic Database

**Table: 3 Bibliographic Database**

| S. No | Name |
|-------|------|
| 1     | ISID |

## Full-Text Online Database

**Table: 4 Full-Text Database**

| S. No                           | Name of Database                       | No. of Full-Text Journals |
|---------------------------------|--|---------------------------|
| 1                               | American Chemical Society              | 37                        |
| 2                               | Cambridge University Press             | 224                       |
| 3                               | Economic & Political Weekly            | 1                         |
| 4                               | Emerald                                | 29                        |
| 5                               | Institute of Physics                   | 46                        |
| 6                               | JSTOR                                  | 2585                      |
| 7                               | Oxford University Press                | 206                       |
| 8                               | Project Muse                           | 493                       |
| 9                               | Science Direct (10 Subject Collection) | 1036                      |
| 10                              | Springer Link                          | 1613                      |
| 11                              | Taylor & Francis                       | 1079                      |
| 12                              | Wiley-Blackwell                        | 908                       |
| <b>Total Full-Text Journals</b> |  | <b>8257</b>               |

## 5. Library Services

Library is a non-profit organization and known for its services. Library provides several services to its user community given as under:

- **Reprography or Xeroxing:** Library provides Xerox facilities in the library premises at a nominal cost of Rs.0.50/ page.
- **Document Delivery Services (DDS):** Library provided printed copy of articles which is requested by the users under DDS. In the year 2014-15, several articles have been delivered to users.
- **Email Alert:** Library using an email i.e. *centrallibrary.bbau@gmail.com* to provide alert services such as article and reservation, etc. to the users.
- **New Arrival:** Library opened a section for display of the new arrival books.
- **Hindi Prakosth:** Library also extended its services in the form of 'Hindi *Prakosth*' by which use of Hindi collection of books encouraged.
- **Braille Section:** In the Library several new sections have been established in which Braille section is one of them. In this section, two PCs have installed one for the visually challenged and another for lower vision people. This facility has increased not only to the student of this University but also for other people of the society.

➤ **Cyber Section:** This is the new section start from the Month of January, 15. Presently, a total of 25 computers with the facility of access to the internet have been installed. The strength of the section is 50 computers that shall be installed in coming future. The Library is Wi-Fi enabled. The users access Wi-Fi facility by using their Laptops and Tablets.

➤ **Research Floor:** This section is exclusively started for the Research Scholars and the faculty members. Presently, the capacity of the section is 30 scholars. The section

is a plan for open up to midnight every day.

➤ **Text Book Section:** On the demand of the students, a separate section is opened, so that the students could read the books of their curriculum and subjects.

➤ **Thesis Section:** A separate theses section is started during the year. In this section, the scholars can use the theses on the recommendation of their respective supervisor.

➤ **Toppers' corner:** This section is unique in its nature. The answer sheets of the students, who are the topper in their department, are kept in this section for the consultation by the library users.

➤ **Technical Section:** In this section the technical processing of the document is ensured. The technical work i.e. classification is conducted by using DDC 23<sup>rd</sup> Edition. After the acquisition of the documents, the technical processing is a must that provides easy retrieval of the documents.

➤ **Faculty Publication:** A section meant to display faculty publication is created in the Library. Till date, more than 50 articles and Book Chapters have being displayed.

### **Periodical section:**

The periodical section is the very important section of a university library. The updated knowledge and news available here. The users came for the latest magazines, journals, newspapers, etc. so that the users stay connected with their surroundings in this competitive age. The periodical sections renovate during the year and new subsection i.e. Reports, Faculty Publication, Magazines have been created inside this section.

### **6. Library Statistics:**

The statistics of library till date is as follows:

|                                 |   |                           |
|---------------------------------|---|---------------------------|
| Total of Number of Periodical   | = | 35 Gifted                 |
| Total Number of Magazines       | = | 12 (6 Hindi), (6 English) |
| Total Amount Spent on Newspaper | = | Rs. 19267/-               |



|                               |   |      |
|-------------------------------|---|------|
| Electronic Database           | = | 14   |
| Full Text electronic Journals | = | 8257 |
| Bibliographic Databases       | = | 02   |

## 7. Library Staff

The library consists seven professional as follows:

**Table: 5 Staff of Library**

| Gender       | Designation of Library Professionals |                     |                        |                   |                   | Total    |
|--------------|--------------------------------------|---------------------|------------------------|-------------------|-------------------|----------|
|              | Librarian                            | Assistant Librarian | Professional Assistant | Library Assistant | Library Attendant |          |
| Male         | 1                                    | 2                   | 1                      | 0                 | 0                 | 4        |
| Female       | 0                                    | 0                   | 0                      | 2                 | 1                 | 3        |
| <b>Total</b> | <b>1</b>                             | <b>2</b>            | <b>1</b>               | <b>2</b>          | <b>1</b>          | <b>7</b> |

### Acquisition Section:

Library acquisitions is the department of a library responsible for the selection and purchase of materials or resources. The department may select vendors, negotiate consortium pricing, arrange for standing orders, and select individual titles or resources.

The total statistics of this section are as follows:

|  |   |                |
|--|---|----------------|
| Total Number of Books as on 31/03/2015       | = | 38676          |
| Books Purchased during the year 2014-15      | = | 6683           |
| Books Purchased for Department Libraries     | = | 3469           |
| Expenditure on Books During the year 2014-15 | = | Rs. 16884036/- |

### Circulation Section:

The main public service point is the **circulation** desk or loans desk, usually found near the main entrance of a **library**. It provides lending services and facilities for return of loaned items. Renewal of materials and payment of fines are also handled at the **circulation** desk.

### Borrowing

1. The library cards are NON-TRANSFERABLE and should be kept under safe custody of the users. The members are responsible for the safety of the library material borrowed by them. The user is responsible for any loss that the library may suffer due to the misuse or loss of such card. The cards must not be handed over to any other users or outsiders.

2. The users should consult the library materials within the library premises. The borrowed materials should not be taken out of the station without the permission of the librarian.
3. Library can recall any issued book even before the due date, in case of urgency.
4. Borrowers must satisfy themselves with the physical condition of the book before borrowing.

### **Overdue charges**

Books taken on loan must be returned on or before the due date. Overdue charge would be levied on students' @Rs.2/- for Text Books and Rs. 5/- for overnight Books per day per volume. In case of loss of library tickets, readers have to inform to the Librarian. For duplicate Library Ticket readers required to pay Rs. 50/- per ticket.

## Circulation Timing

Every day 9:30 am to 5:00 pm except Saturday. The statistics of circulation section is as follows:

Book Issue during the year 2014-1=43345

Users Registered for consultation=43061

Overdue Charges=Rs. 28383

Total Membership on31/3/2015=Rs.1890

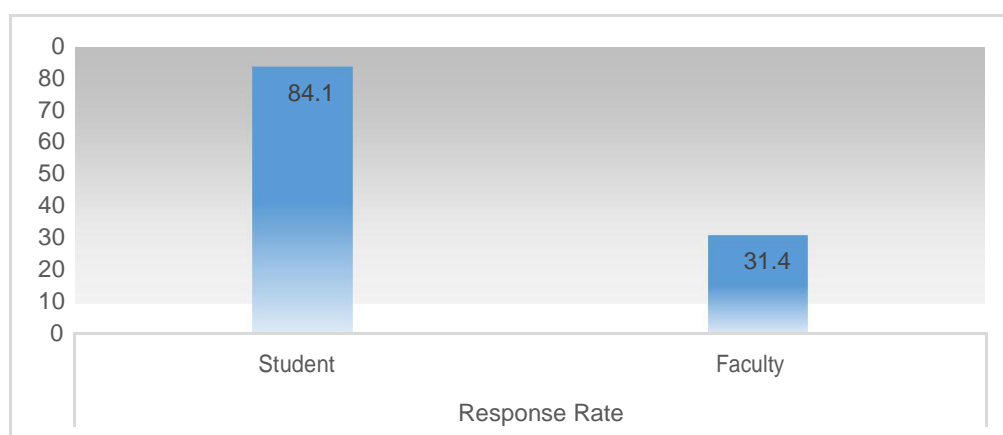
## Data Analysis and Interpretation:

The questionnaire distribution schedule has given in the Table 6.1

**Table 6.1: Questionnaire Distribution Schedule**

| Date      | Distributed |         | Returned |         | Response Rate |         |
|-----------|-------------|---------|----------|---------|---------------|---------|
|           | Student     | Faculty | Student  | Faculty | Student       | Faculty |
| 3/29/2016 | 28          | 0       | 25       | 0       | 89.2          | 0       |
| 3/30/2016 | 22          | 0       | 22       | 0       | 100           | 0       |
| 3/31/2016 | 23          | 0       | 22       | 0       | 95.6          | 0       |
| 4/1/2016  | 14          | 0       | 14       | 0       | 100           | 0       |
| 4/2/2016  | 17          | 0       | 15       | 0       | 88.2          | 0       |
| 4/3/2016  | 20          | 6       | 20       | 2       | 100           | 33.3    |
| 4/4/2016  | 16          | 0       | 16       | 0       | 100           | 0       |
| 4/5/2016  | 23          | 5       | 21       | 3       | 91.3          | 60      |
| 4/6/2016  | 27          | 0       | 15       | 0       | 55.5          | 0       |
| 4/7/2016  | 16          | 6       | 14       | 1       | 87.5          | 16.6    |
| 4/8/2016  | 20          | 7       | 12       | 2       | 60            | 28.5    |
| 4/9/2016  | 16          | 8       | 14       | 2       | 87.5          | 25      |
| 4/10/2016 | 23          | 3       | 13       | 1       | 56.5          | 33.3    |
| Total     | 265         | 35      | 223      | 11      | 84.1          | 31.4    |

In the questionnaire there was a series of 29 questions under the four parts viz. Demographic Information, Perception of Library, Information Seeking Behaviour of Users and Emotional Aspects of Users for Information Seeking. The types of questions were involved closed ended as well as open ended. To know the additional information, an option i.e. “Any other” was also included in the questionnaire in appropriate place. In the Part I of the questionnaire was related to the demographic information i.e. personal information of users like their name, gender, age, designation and department. While in the Part II, there was several questions related to the library perception. Whereas the rest of two parts consists with the actual study. The response rate of student and faculty is shown in the Figure 6.1



**Figure 6.1: Response Rate**

## 6.2 Analysis of Questionnaire:

The data collected in the study have analysed and presented in the subsequent tables and figures.

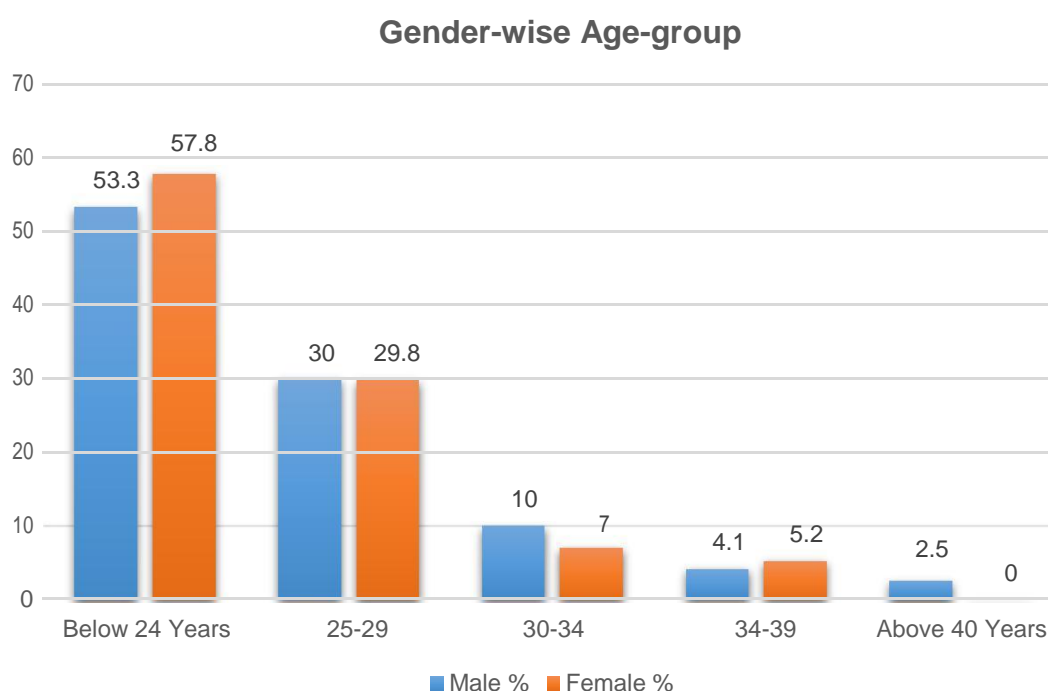
The basic of an analysis is that the enquiry about the population of the study on which the study to be conducted. Thus, to know the age-groups of the respondent's, five options have given in the part-I of the questionnaire as given in the Table 6.2.

**Table 6.2: Gender and Age-groups of the Respondents**

| Age Groups     | Male |      | Female |      | Total |      |
|----------------|------|------|--------|------|-------|------|
|                | No.  | %    | Nos.   | %    | Nos.  | %    |
| Below 24 Years | 64   | 53.3 | 66     | 57.8 | 130   | 55.5 |
| 25-29          | 36   | 30   | 34     | 29.8 | 70    | 29.9 |
| 30-34          | 12   | 10   | 8      | 7    | 20    | 8.5  |
| 34-39          | 5    | 4.1  | 6      | 5.2  | 11    | 4.7  |

|                |     |     |     |     |     |     |
|----------------|-----|-----|-----|-----|-----|-----|
| Above 40 Years | 3   | 2.5 | 0   | 0   | 3   | 1.2 |
| Total          | 120 | 100 | 114 | 100 | 234 | 100 |

Analysis in the Table No. 6.2 and Figure 6.2 reveal that there were total numbers of 234 respondents have responded for this study in which 51.2% (120) males and 48.8% (114) females have responded in different age groups. The Table 6.2 also shows that the majority of the respondents i.e. 55.5% belongs to the below 24 years followed by 29.9% belongs to 25-29 years age group. In brief, it reflects that majority of the respondents was youngsters.



**Figure 6.2**

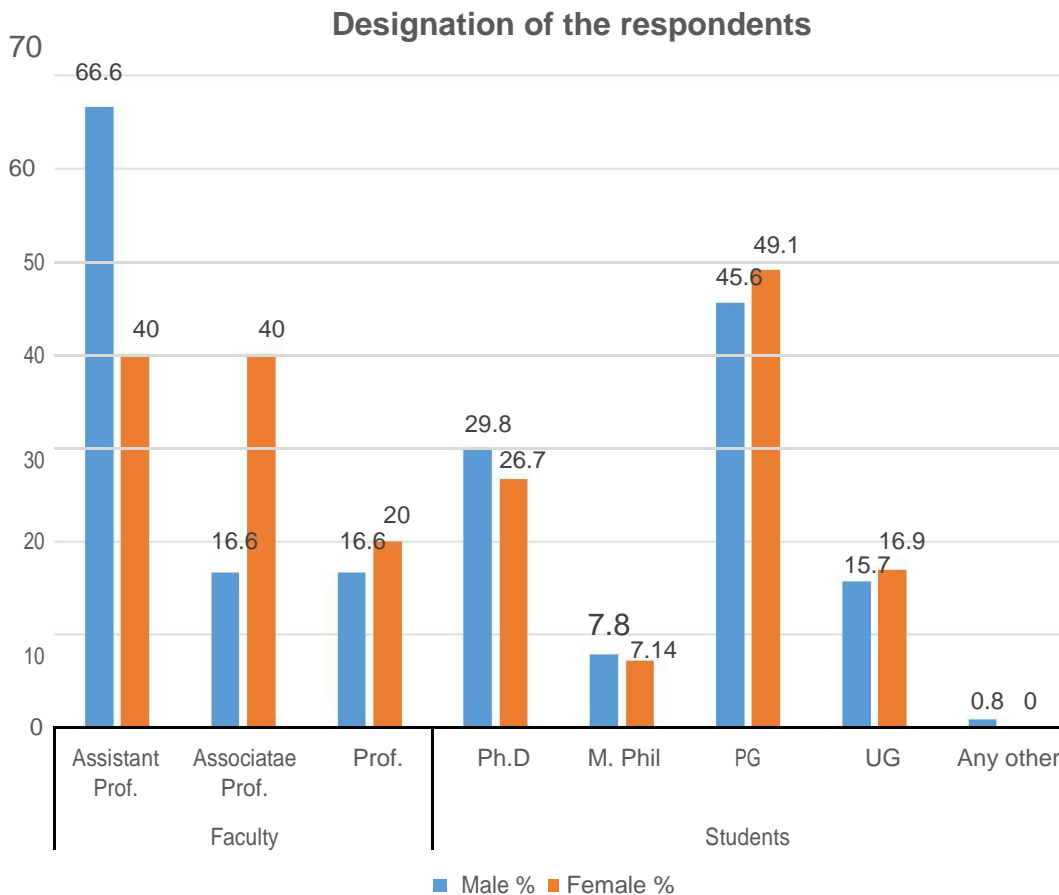
To know the designation of the respondents a question was asked to the users. The responses received are given below in the Table 6.3

**Table 6.3: Designations of the Respondents.**

| Gender        | Designation |             |       |          |          |          |      |      |           |            |
|---------------|-------------|-------------|-------|----------|----------|----------|------|------|-----------|------------|
|               | Faculty     |             |       |          | Students |          |      |      |           |            |
|               | Asst. Prof. | Asso. Prof. | Prof. | Total    | Ph.D.    | M. Phil. | PG   | UG   | Any other | Total      |
| <b>Male</b>   | 4           | 1           | 1     | <b>6</b> | 34       | 9        | 52   | 18   | 1         | <b>114</b> |
| <b>%</b>      | 66.6        | 16.6        | 16.6  | 100      | 29.8     | 7.8      | 45.6 | 15.7 | 0.8       | 100        |
| <b>Female</b> | 2           | 2           | 1     | <b>5</b> | 30       | 5        | 55   | 19   | 0         | <b>109</b> |

|              |    |    |    |           |      |      |      |      |   |            |
|--------------|----|----|----|-----------|------|------|------|------|---|------------|
| %            | 40 | 40 | 20 | 100       | 26.7 | 7.14 | 49.1 | 16.9 | 0 | 100        |
| <b>Total</b> | 6  | 3  | 2  | <b>11</b> | 64   | 14   | 107  | 37   | 1 | <b>223</b> |

The Table 6.3 and Figure 6.3 show the designation of the respondents which reveals the total number of respondents were 234 in which 11 faculty members and 223 students have responded. The faculty members further categorised into Assistant Professor (6), Associate Professor (3) and Professor (2). However to know the qualifications of the respondents, different options for the qualifications were given. The responses received reveals that there were 64 Ph.D., 14 M.Phil. 107 PG and 37 UG respondents have responded for this study. The response received under any other option reveals that there was a Post-Doctoral Fellow (PDF) was also responded for this study. The percentage of the male and female respondents indicate that it is more or less equally divided. In this study it is observed that only 31.4% faculty members have responded for the study, the reason may be there business in their academic work.



**Figure 6.3**

The central library is having many users from different departments. So an option to know

the departments of the respondents was given in the questionnaire. The responses received are given in the Table no. 6. 4 in which the most respondents were from the Department of Library and Information Science under which this study conducted. However the respondents of other departments also responded for the study.

**Table 6.4: Department of the Respondents.**

| <b>Departments</b>              | <b>Male</b> | <b>%</b>   | <b>Female</b> | <b>%</b>   | <b>Total</b> |
|---------------------------------|-------------|------------|---------------|------------|--------------|
| Applied Animal Science          | 7           | 5.8        | 5             | 4.3        | 12           |
| Applied Chemistry               | 5           | 4.1        | 3             | 2.6        | 8            |
| Applied Mathematics             | 4           | 3.3        | 2             | 1.7        | 6            |
| Applied Physics                 | 5           | 4.1        | 4             | 3.5        | 9            |
| Applied Plant Science           | 5           | 4.1        | 1             | 0.8        | 6            |
| Applied Statistics              | 5           | 4.1        | 4             | 3.5        | 9            |
| Biotechnology                   | 6           | 5          | 3             | 2.6        | 9            |
| Computer Science                | 5           | 4.1        | 4             | 3.5        | 9            |
| Economics                       | 2           | 1.6        | 5             | 4.3        | 7            |
| Education                       | 3           | 2.5        | 4             | 3.5        | 7            |
| Environmental Microbiology      | 5           | 4.1        | 11            | 9.6        | 16           |
| Hindi                           | 1           | 0.8        | 3             | 2.6        | 4            |
| History                         | 3           | 2.5        | 4             | 3.5        | 7            |
| Human Rights                    | 3           | 2.5        | 6             | 5.2        | 9            |
| Information Technology          | 6           | 5          | 5             | 4.3        | 11           |
| Library And Information Science | 22          | 18.3       | 16            | 14         | 38           |
| Mass Communication              | 6           | 5          | 5             | 4.3        | 11           |
| Political Science               | 5           | 4.1        | 5             | 4.3        | 10           |
| Rural Management                | 8           | 6.6        | 10            | 8.7        | 18           |
| Sociology                       | 6           | 5          | 5             | 4.3        | 11           |
| UIET                            | 5           | 4.1        | 4             | 3.5        | 9            |
| Not Mentioned                   | 3           | 2.5        | 5             | 4.3        | 8            |
| <b>Total</b>                    | <b>120</b>  | <b>100</b> | <b>114</b>    | <b>100</b> | <b>234</b>   |

The Table 6.4 and show that the number and percentage of male and female participated in the

study. There are 18.3% male and 14% female respondents responded from the DLIS. The respondents from other departments are varies from 4% to 16% have also responded. The highest number of responded departments are DLIS (38), DRM (18) and DAAS (12).

To know the status of library visiting of respondents, a question was asked about the visiting of the library, the responses received are given in the Table 6.5.

**Table 6.5: Respondents Visit of Library**

| Sr. No.      | Visit of Library |                 |            |
|--------------|------------------|-----------------|------------|
|              | Parameters       | Number of Users | Users %    |
| 1            | Daily            | 104             | 44.4       |
| 2            | Weekly           | 88              | 37.6       |
| 3            | Fortnightly      | 2               | 0.8        |
| 4            | Monthly          | 16              | 6.8        |
| 5            | Occasionally     | 22              | 9.4        |
| 6            | Never            | 2               | 0.8        |
| <b>Total</b> |                  | <b>234</b>      | <b>100</b> |

The Table 6.5 and Figure shows that 44.4 % respondents visit the library daily, 37.6 % weekly, 0.8 % visit fortnightly, 6.8 % visit monthly, 9.4 % visit occasionally and 0.8% never visit the library. The graph given below shows the percentage of the visits of the library by the respondents.

To know the types of resources used by the respondents a question was asked in which following options as given in the Table 6.6.

**Table 6.6: Types of Resources Used.**

| Sr. No.      | Types of Resources Used |                 |            |
|--------------|-------------------------|-----------------|------------|
|              | Resource                | Number of Users | Users %    |
| 1            | Print                   | 126             | 26.2       |
| 2            | E-resources             | 96              | 20         |
| 3            | Audio-Video             | 22              | 4.5        |
| 4            | Reference Collection    | 90              | 18.7       |
| 5            | Internet                | 116             | 24.1       |
| 6            | Any other               | 30              | 6.2        |
| <b>Total</b> |                         | <b>480</b>      | <b>100</b> |



The Table 6.6 reveals that the most of the respondents (26.2%) used Print Resource and followed by the Internet (24.1%). Since print resources are the good and long-time preservative resource so most of the user used it. The Figure 6.6 shows the percentage of resources used by the respondents.

To know the satisfaction level of respondents with the library perception, several aspects have been covered in the questionnaire. The Table 6.7 shows the satisfaction level of users with percentage.

**Table – 6.7 Satisfaction Level of Respondents**

| Sr. No. | Perception on                 | Satisfaction Levels |           |             |                       |           |
|---------|-------------------------------|---------------------|-----------|-------------|-----------------------|-----------|
|         |                               | Extremely Satisfied | Satisfied | Unsatisfied | Extremely Unsatisfied | Can't say |
| 1       | Number of required Books      | 15                  | 103       | 86          | 16                    | 14        |
|         | %                             | 6.4                 | 44        | 36.7        | 6.8                   | 5.9       |
| 2       | Overall Collection of Library | 11                  | 118       | 63          | 10                    | 32        |
|         | %                             | 4.7                 | 50.4      | 26.9        | 4.2                   | 13.6      |
| 3       | Quality of Library Collection | 18                  | 144       | 43          | 12                    | 17        |
|         | %                             | 7.6                 | 61.5      | 18.3        | 5.1                   | 7.2       |

The table 6.7 and Figure 6.7 reveals that most of the respondents satisfied with the library collection. The 44% respondents satisfied with the no. of required books in the library whereas 50.4% respondents satisfied with the overall collection of library, however 61.5% respondents satisfied with the quality of library collection. It shows that the collection of library is good but there is need of improvement to the overall collection of library.

**Figure 6.7**

**Satisfaction Level of respondents**

70 40  
60 30  
50 20



To know the aspects of arrangement in the library the questions were asked in the questionnaire which are listed below in the Table No. 6.8. It reveals that most of the respondents satisfied with the arrangement of books in the library as well as they are able to find books from the shelf. It is good sign of library arrangement.

**Table – 6.8 Library Aspects of Respondents**

| Sr. No. | Aspects of library                      | Yes  |      | No   |      | Total |
|---------|---|------|------|------|------|-------|
|         |   | Nos. | %    | Nos. | %    |       |
| 1       | Whether proper shelf arrangement        | 160  | 68.3 | 74   | 31.6 | 234   |
| 2       | User's ability to find books from shelf | 174  | 74.3 | 60   | 25.6 | 234   |

The Table No. 6.8 and reveals that most of the respondents i.e. 74.3% are able to find books from the shelf, it means that library arrangement is understandable to its users.

Analysis in Table 6.8 clearly reveals that most of the respondents i.e. 74.3% understand the working of library so that they easily find the books from the library stack whereas the 68.3% respondents responded in the favour of proper shelf arrangement of library.

To know the approach of information seeking of the respondents a question was asked in the questionnaire i.e. the way by which they find/search their required information from the library. The options and responses shown in the Table 6.9.

**Table – 6.9: Approach for Getting Information**

| Sr. No. | Approach for Getting Information |                 |         |
|---------|----------------------------------|-----------------|---------|
|         | Approaches                       | Number of Users | Users % |
| 1       | Subject                          | 156             | 35.4    |
| 2       | Author                           | 114             | 25.9    |
| 3       | Title                            | 122             | 27.7    |
| 4       | Keyword                          | 40              | 9       |
| 5       | Any other                        | 8               | 1.8     |

The Table 6.9 and reveals that most of the respondents i.e. 35.4% searches the required information through Subject approach while 27.7% respondents searched through Title approach. Thus it is clear that the subject approach is wide approach used by the respondents in the library.

It also reveals that 25.9% respondents approached through author approach i.e. Most of the respondents are not aware about the technical terminology of searching so that they searched through Subject and Title approach.

Library is known as resource centre of the institution. Hence, to know the preference of getting information of the respondents a question was asked in which following options had been given separately online and offline in Table 6.10

**Table – 6.10 Preference for getting information**

| Sr. No.      | Preference for getting information |                |              |            |
|--------------|------------------------------------|----------------|--------------|------------|
|              | Preferred Resources                | Types          | No. of Users | Users %    |
| 1            | Online                             | Website        | 154          | 45.2       |
|              |                                    | E-journals     | 88           | 25.8       |
|              |                                    | E-mail         | 54           | 15.8       |
|              |                                    | E-databases    | 34           | 10         |
|              |                                    | Any other      | 10           | 2.9        |
| <b>Total</b> |                                    |                | <b>340</b>   | <b>100</b> |
| 2            | Offline                            | Books          | 210          | 67.7       |
|              |                                    | CD/DVD         | 20           | 6.4        |
|              |                                    | Print Journals | 60           | 19.3       |
|              |                                    | Any other      | 20           | 6.4        |
| <b>Total</b> |                                    |                | <b>310</b>   | <b>100</b> |

The Table 6.10 and reveals that both online and offline information seeking methods have their importance. In online information seeking, 45.2% respondents searched their information through website whereas in offline information seeking, 67.7% respondents preferred Books. Overall in both of the methods books are the most favourite and suitable method of getting information i.e. the print form of the resources are the most preferred form of getting information.

To know the purpose of information seeking a question was asked in which several aspects given in the option, the responses shown in the Table 6.11.

**Table – 6.11: Purpose of information seeking**

| Sr. No.      | Purpose of information seeking |                 |            |
|--------------|--------------------------------|-----------------|------------|
|              | Purpose                        | Number of Users | Users %    |
| 1            | Class notes                    | 111             | 31.7       |
| 2            | General Awareness              | 48              | 13.7       |
| 3            | Knowledge Update               | 101             | 28.8       |
| 4            | Research                       | 78              | 22.2       |
| 5            | Any other                      | 12              | 3.4        |
| <b>Total</b> |                                | <b>350</b>      | <b>100</b> |

The Table 6.11 and reveals that most of the respondents i.e. 37.7% prepare class notes from the library while 28.8% respondents updating their knowledge. Since academic library supports the teaching of the institution so most of the students prepare the class notes.

Library is known as resource centre. So users came in the library for searching and using their resources. To know the preference of information used by the user from the library a question was asked in which different aspects and their responses were given in Table 6.12.

**Table – 6.12: Information preference from the library**

| Sr. No.      | Information preference from the library |                 |            |
|--------------|---|-----------------|------------|
|              | Preference                              | Number of Users | Users %    |
| 1            | Factual                                 | 35              | 15.2       |
| 2            | Descriptive                             | 60              | 26         |
| 3            | Electronic                              | 40              | 17.3       |
| 4            | Textual                                 | 75              | 32.6       |
| 5            | Any other                               | 20              | 8.6        |
| <b>Total</b> |   | <b>230</b>      | <b>100</b> |

The Table 6.12 and reveals that 32.6% respondents preferred for Textual Information whereas 26% preferred for Descriptive information. In the previous table 6.10 shows that the books are the most preferred method of information seeking i.e. most of the respondents preferred the Textual Information.

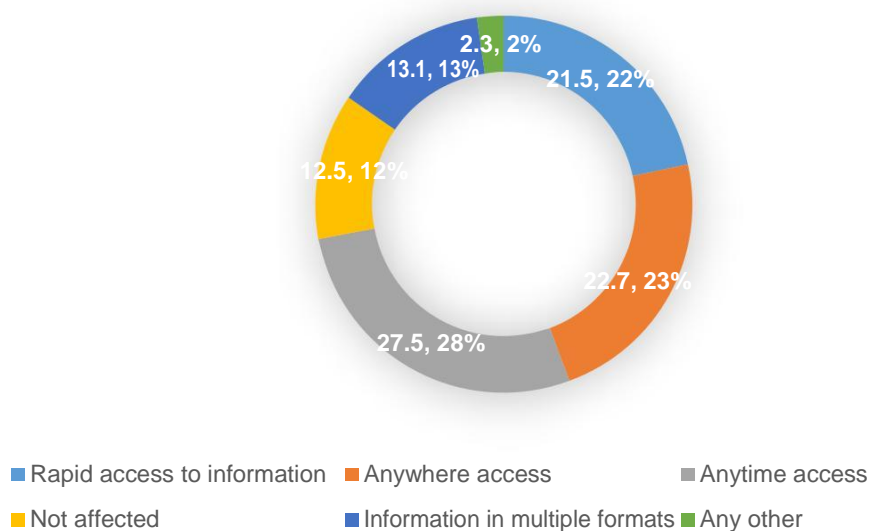
Today's era is the electronic age of information seeking so to know the effect of electronic environment in the information seeking habits of respondents a question was asked in which several factors and their responses listed below in Table 6.13.

**Table 6.13: Effect of E-Dissemination on Information Seeking Habit**

| Sr. No.      | Effect of E-Dissemination on Information Seeking Habit | Number of Users | Users %    |
|--------------|--|-----------------|------------|
| 1            | Rapid Access to Information                            | 72              | 21.5       |
| 2            | Anywhere Access  | 76              | 22.7       |
| 3            | Anytime Access   | 92              | 27.5       |
| 4            | Not Affected   | 42              | 12.5       |
| 5            | Information in Multiple Formats                        | 44              | 13.1       |
| 6            | Any other  | 8               | 2.3        |
| <b>Total</b> |  | <b>334</b>      | <b>100</b> |

The Table 6.13 and reveals that most of the respondents accepted that information seeking is possible at any time i.e. 27.5 % whereas anywhere access i.e. 22.7% is another effect of e-dissemination of Information. Thus analysis reveals that e-dissemination of information plays very important role in information dissemination.

**Affection of Information Seeking Habit by E-Dissemination**



**Figure 6.13**

In In this digital era, every resource available in the e-format so to know that the electronic medium of information gathering is helpful or not, a question was asked to the respondents, the response received are presented in Table 6.14.

**Table 6.14: Electronic sources make it easier to gather and use information**

| <b>Electronic sources make it easier to gather and use information</b> |          |             |          |
|--|----------|-------------|----------|
| <b>Yes</b>   |          | <b>No</b>   |          |
| <b>Nos.</b>  | <b>%</b> | <b>Nos.</b> | <b>%</b> |
| 210  | 89.7     | 24          | 10.2     |

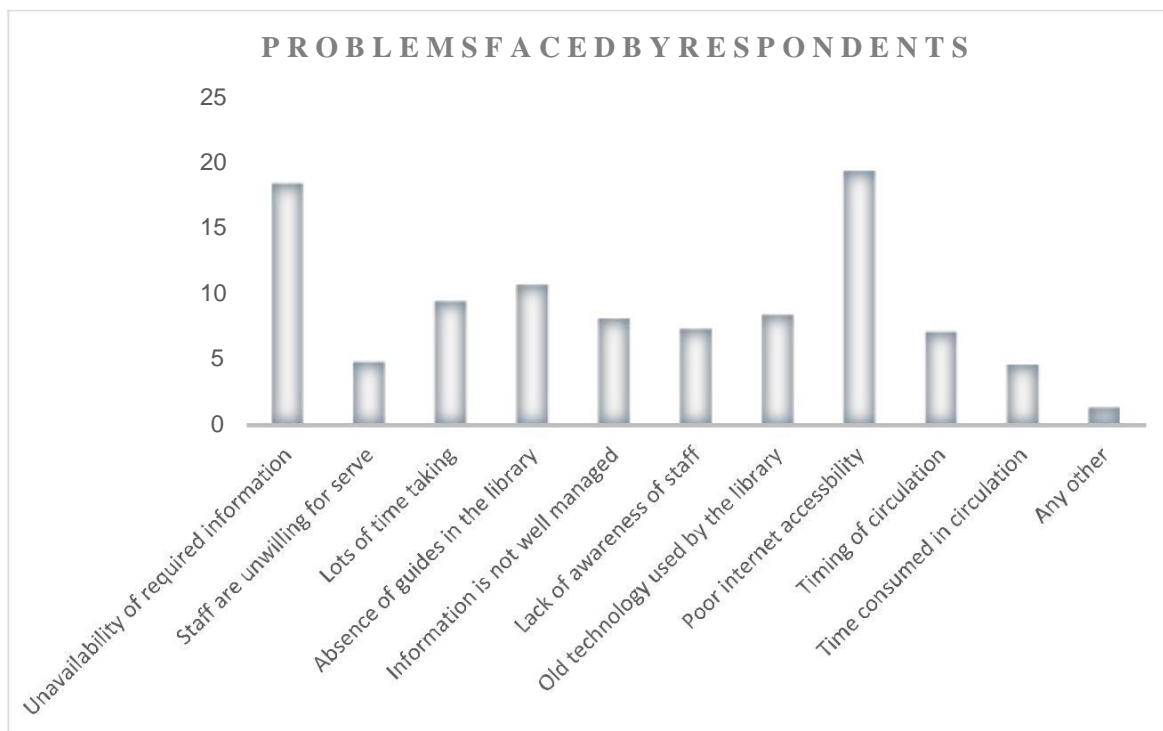
The Table 6.14 and show that the majority i.e. 89.7% respondents agreed that the electronic environment makes easier to gather and use information frequently. It was observed during the study that most of the users use electronic gadgets to access information in electronic environment.

To know that what type of problems faced by users in the library, a question was asked in which several problems as given in the table 6.15 have given. The responses received from the respondents are presented in the Table 6.15.

**Table 6.15: Problems Faced in Information Seeking**

| <b>Sr. No.</b> | <b>Problems faced in information seeking</b> |                     |                |             |
|----------------|--|---------------------|----------------|-------------|
|                | <b>Problems</b>                              | <b>No. of Users</b> | <b>Users %</b> | <b>Rank</b> |
| <b>1</b>       | Unavailability of required information       | 140                 | 18.4           | 2           |
| <b>2</b>       | Staff is unwilling for serve                 | 37                  | 4.8            | 9           |
| <b>3</b>       | Lots of time taking                          | 72                  | 9.4            | 4           |
| <b>4</b>       | Absence of guides in the library             | 82                  | 10.7           | 3           |
| <b>5</b>       | Information is not well managed              | 62                  | 8.1            | 6           |
| <b>6</b>       | Lack of awareness of staff                   | 56                  | 7.3            | 7           |
| <b>7</b>       | Old technology used by the library           | 64                  | 8.4            | 5           |
| <b>8</b>       | Poor internet accessibility                  | 148                 | 19.4           | 1           |
| <b>9</b>       | Timing of circulation                        | 54                  | 7.1            | 8           |
| <b>10</b>      | Time consumed in circulation                 | 35                  | 4.6            | 10          |
| <b>11</b>      | Any other                                    | 10                  | 1.3            | 11          |

The Table 6.15 and Figure 6.15 reveal that the majority of respondents i.e. 19.4% faced poor internet speed, facility provided by the library while 18.4% respondents believes that unavailability of required information is another major problem. Thus, the library needs to improve its collection according to the need of respondents.



**Figure 6.15**

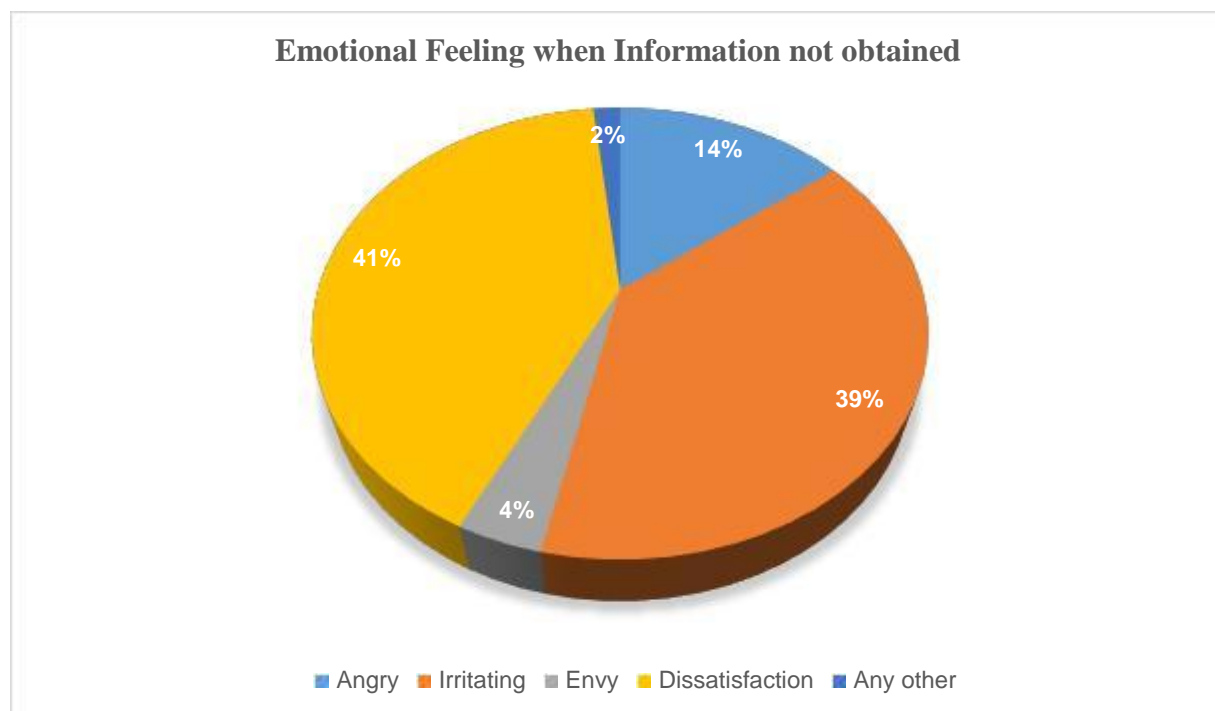
Emotional attachment with the work is the main concern of this study. So, to know the emotional feeling of the users when they didn't get their required information a question was asked. The option of feeling and responses presented in Table 6.16

**Table 6.16: Emotional Feeling when Information not obtained**

| Sr. No.      | Emotional Feeling when Information not obtained |                 |            |
|--------------|---|-----------------|------------|
|              | Feelings  | Number of Users | Users %    |
| 1            | Angry   | 34              | 14.5       |
| 2            | Irritating                                      | 91              | 38.8       |
| 3            | Envy  | 9               | 3.8        |
| 4            | Dissatisfaction                                 | 96              | 41         |
| 5            | Any other                                       | 4               | 1.7        |
| <b>Total</b> |   | <b>234</b>      | <b>100</b> |



The Table 6.16 and Figure 6.16 reveal that majority of the respondents i.e. 41% dissatisfied when they didn't obtained their required information whereas 38.8% feels irritating. It observes that the feeling of respondents affected from the library services. So the library services helps in good emotional attachment between library professional and users.



**Figure 6.16**

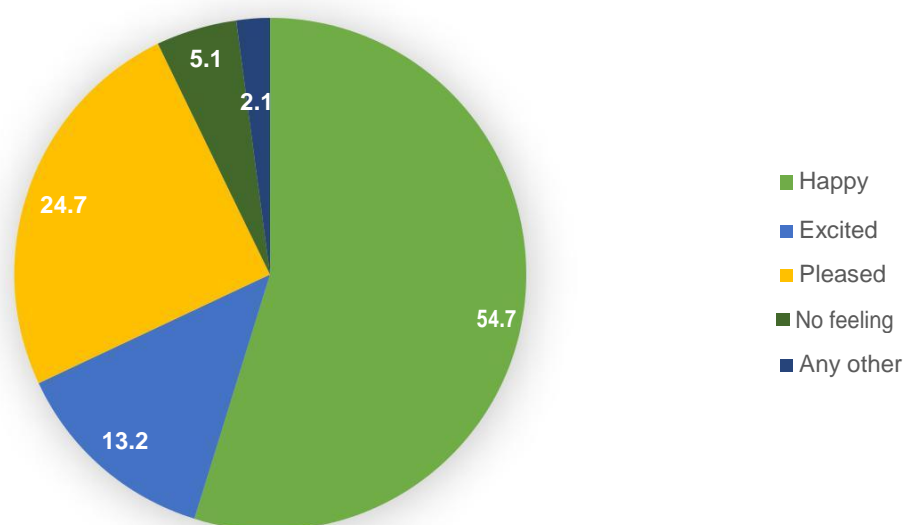
As earlier asked about the feelings when information didn't get to the respondents. Similarly to know the feelings of the users when they get their required information a question was asked. The options and responses are given in Table 6.17.

**Table 6.17: Feeling when Information obtained**

| Sr. No.      | Feeling when Information obtained |                 |            |
|--------------|-----------------------------------|-----------------|------------|
|              | Feelings                          | Number of Users | Users %    |
| 1            | Happy                             | 128             | 54.7       |
| 2            | Excited                           | 31              | 13.2       |
| 3            | Pleased                           | 58              | 24.7       |
| 4            | No feeling                        | 12              | 5.1        |
| 5            | Any other                         | 5               | 2.1        |
| <b>Total</b> |                                   | <b>234</b>      | <b>100</b> |

The Table 6.17 and Figure 6.17 reveal that majority of the respondents i.e. 54.7% feels happy when they get their required information while 24.7% respondents feels excited. It is observed during study that obtaining of required information motivate the respondents towards study.

**Feeling when Information obtained**



**Figure 6.17**

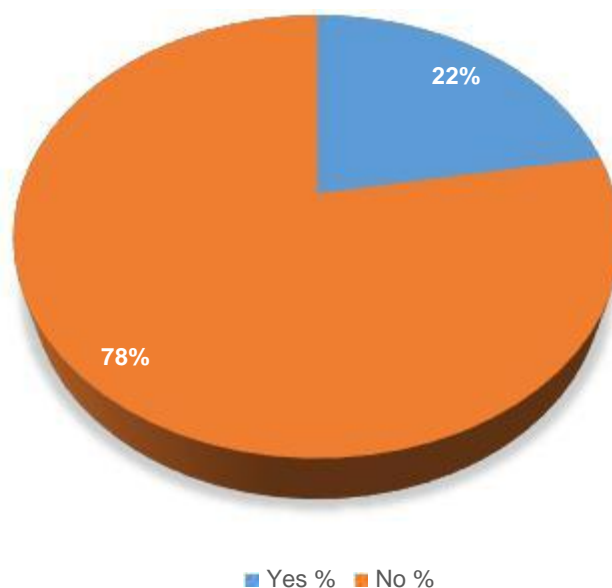
Fear is the other emotional feelings which effect the interest of the users towards study and visit of the library. To know that the users feel any kind of fear during information seeking from the library a question was asked. The responses presented in the Table 6.18.

**Table 6.18: Feeling of fear while getting information**

| <b>Feeling of fear while getting information</b> |          |             |          |
|--|----------|-------------|----------|
| <b>Yes</b>                                       |          | <b>No</b>   |          |
| <b>Nos.</b>                                      | <b>%</b> | <b>Nos.</b> | <b>%</b> |
| 52   | 22.2     | 182         | 77.7     |

The Table 6.18 and Figure 6.18 reveal that majority of the respondents i.e. 77.7% didn't feel fear while getting their information from the library whereas 22.2% respondents do not feel any kind of fear as analyses of the Table 6.19.

### Feeling of fear while getting information



**Figure 6.18**

The Table 6.19 represents the responses in the favour of feeling while getting information from the library.

**Table 6.19: Fear of Respondents**

| Sr. No.      | Types of Fear  | No. of Users | Users %    |
|--------------|--|--------------|------------|
| 1            | Fear of unavailability of information in the library | 36           | 24         |
| 2            | Fear of locating information in the library          | 48           | 32         |
| 3            | Don't know how to access the library?                | 25           | 16.6       |
| 4            | Hesitation for getting information                   | 29           | 19.3       |
| 5            | Any other  | 12           | 8          |
| <b>Total</b> |  | <b>150</b>   | <b>100</b> |

The analysis of Table 6.19 and Figure 6.19 show that majority of the respondents i.e. 32% feels the fear of locating information in the library whereas 24% respondents feared about the unavailability of information in the library. Hesitation is another fear feels by 19.3% respondents.



**Figure 6.19**

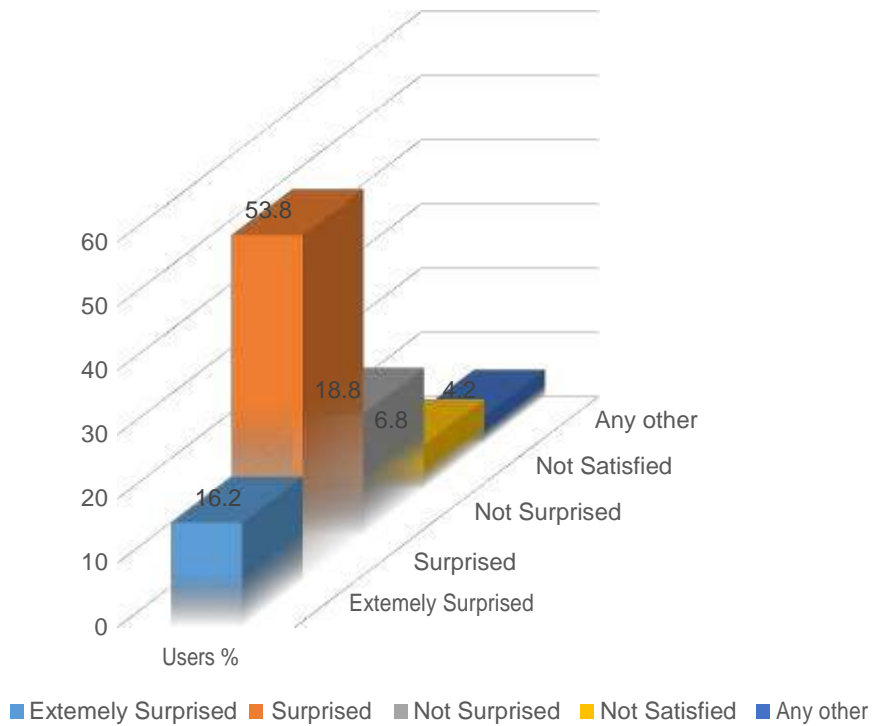
To know the feeling when users get the information beyond expectation, a question was asked in the questionnaire. The feelings and received responses presented in the Table 6.20.

**Table 6.20: Feeling when Information obtained beyond Expectation**

| Sr. No.      | Feeling when Information obtained beyond Expectation |                 |            |
|--------------|--|-----------------|------------|
|              | Feelings   | Number of Users | Users %    |
| 1            | Extremely Surprised                                  | 38              | 16.2       |
| 2            | Surprised  | 126             | 53.8       |
| 3            | Not Surprised  | 44              | 18.8       |
| 4            | Not Satisfied  | 16              | 6.8        |
| 5            | Any other  | 10              | 4.2        |
| <b>Total</b> |  | <b>234</b>      | <b>100</b> |

The Table 6.20 and Figure 6.20 reveal that majority of the respondents surprised i.e. 53.8% when they got the information beyond their expectation whereas 18.8% not surprised.

**Feeling When Information Obtained Beyond Expectation**



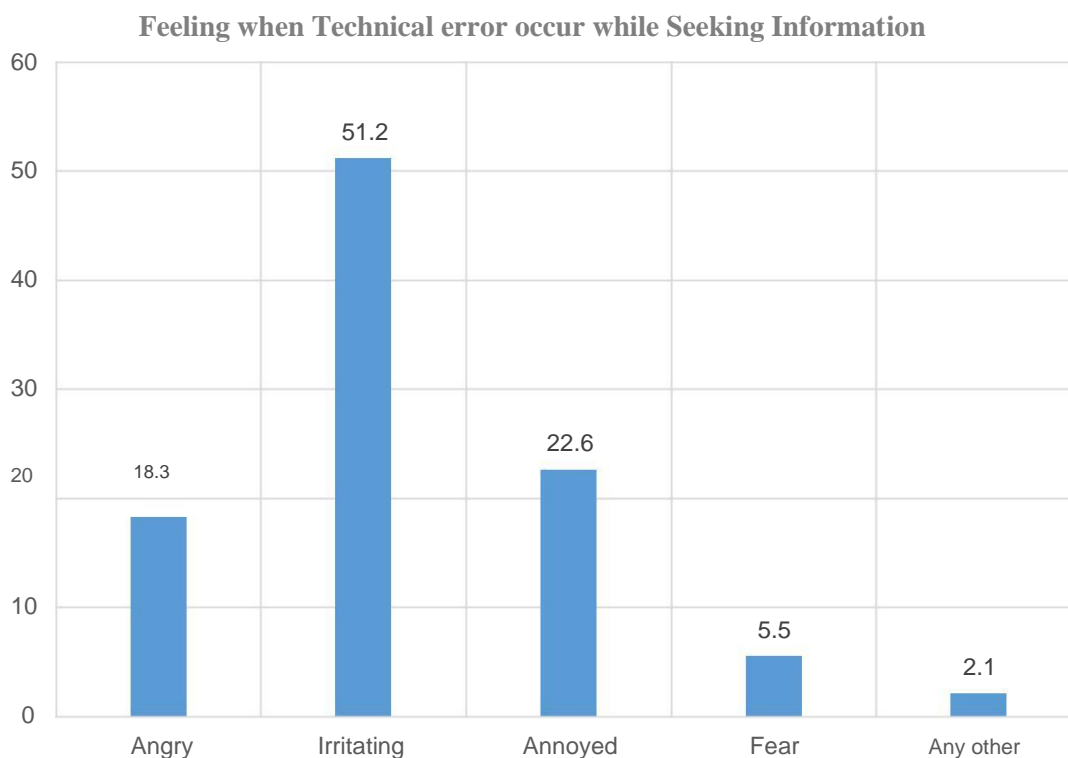
**Figure 6.20**

In this technological era, technical error occurrence is very common problem while information seeking. Thus to know the feelings of users when any kind of technical error occurred, a question was asked. The option given and responses received are presented in Table 6.21

**Table 6.21: Feeling when Technical error occur while Seeking Information**

| Sr. No.      | Feeling when Technical error occur while Seeking Information |              |            |
|--------------|--|--------------|------------|
|              | Feelings   | No. of Users | Users %    |
| 1            | Angry  | 43           | 18.3       |
| 2            | Irritating   | 120          | 51.2       |
| 3            | Annoyed  | 53           | 22.6       |
| 4            | Fear   | 13           | 5.5        |
| 5            | Any other  | 5            | 2.1        |
| <b>Total</b> |  | <b>234</b>   | <b>100</b> |

The analysis of Table 6.21 and Figure 6.21 reveal that the majority of the respondents i.e. 51.2% feels irritate when technical error occur while information seeking whereas 22.6% feels annoyed.



**Figure 6.21**

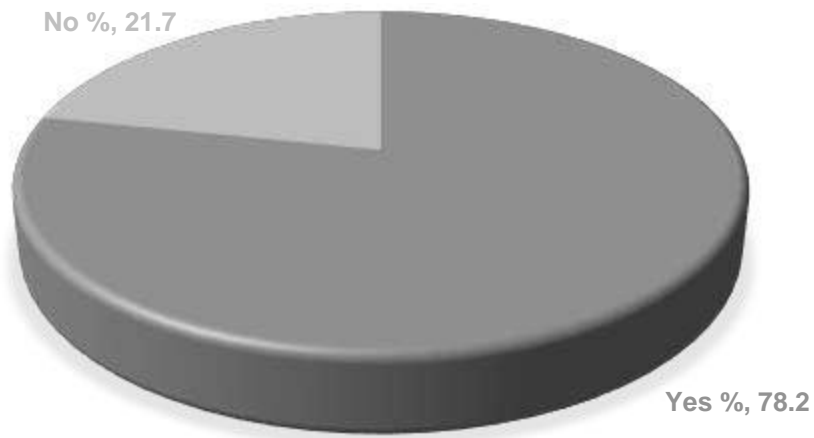
User satisfaction is the main objective of the library. To know the satisfaction level of respondents with the co-operation of library staff, a question was asked. The options and responses received represents in the Table 6.22.

**Table 6.22: Satisfaction with the co-operation with Library Staff**

| <b>Satisfaction with the co-operation with Library Staff</b> |          |             |          |
|--|----------|-------------|----------|
| <b>Yes</b>   |          | <b>No</b>   |          |
| <b>Nos.</b>  | <b>%</b> | <b>Nos.</b> | <b>%</b> |
| 183  | 78.2     | 51          | 21.7     |

The analysis of Table 6.22 and Figure 6.22 show that the majority of the respondents satisfied with the co-operation of library staff whereas 21.7% respondents not satisfied. It observed that the users are compatible with the library staff. The reason of dissatisfaction of the respondents given in the Table 6.23.

**Satisfaction With the Co-operation With Library Staff**



**Figure 6.22**

The Table 6.23 represents the reasons and responses received by the dissatisfied respondents.

**Table 6.23: Reason Not Satisfaction Respondents**

| <b>Sr. No.</b> | <b>Reasons</b>               | <b>No. of Users</b> | <b>Users %</b> |
|----------------|------------------------------|---------------------|----------------|
| <b>1</b>       | Staff is unwilling for serve | 44                  | 33.8           |
| <b>2</b>       | Lack of awareness of staff   | 52                  | 40             |
| <b>3</b>       | Lack of skilled staff        | 24                  | 18.4           |
| <b>4</b>       | Any other                    | 10                  | 7.6            |
| <b>Total</b>   |                              | <b>130</b>          | <b>100</b>     |

The analysis of Table 6.23 and reveal that majority of the respondents i.e. 40% believes that lack of awareness is the big reason of dissatisfaction whereas 33.8% believes that staff is unwilling for serving to the users.

The emotional awareness is necessary to build up the healthy atmosphere in the library. To know the effect of emotional awareness in the library, a question was asked. The options given and the responses received represents in the Table 6.24.

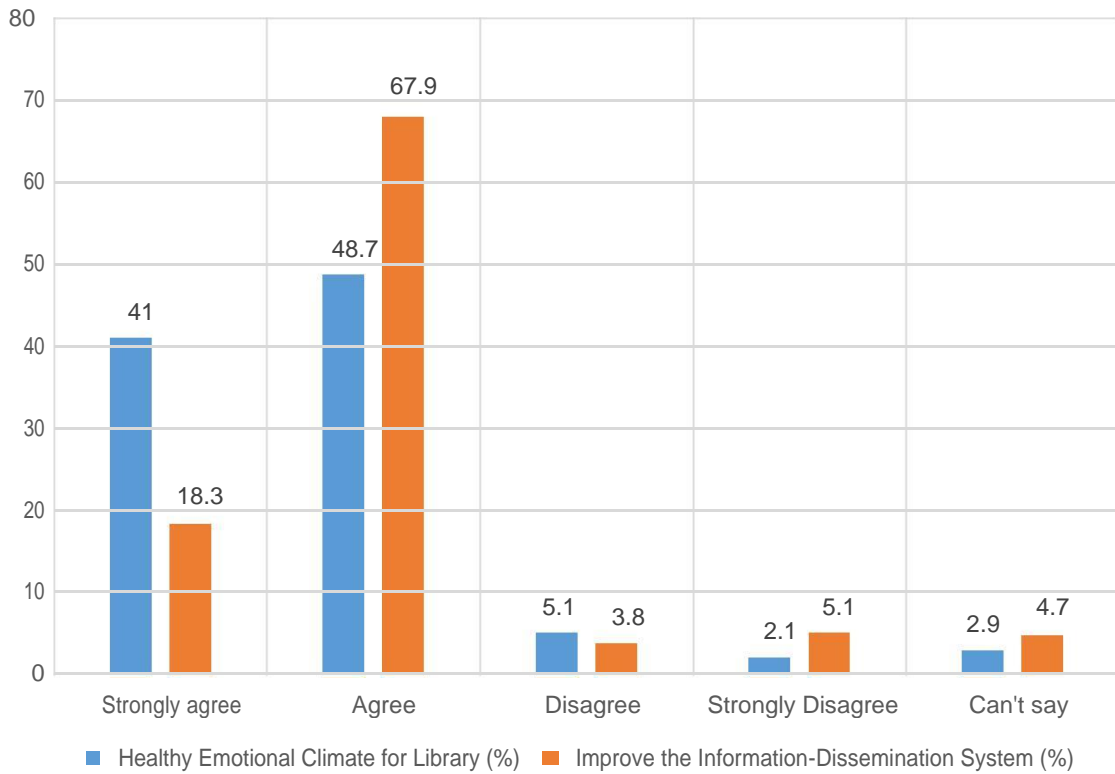
**Table 6.24: Effect of emotions awareness**

| Sr<br>·<br>N<br>o. | Effect of<br>emotions<br>awareness                     | Levels                |           |              |                              |                  |
|--------------------|--|-----------------------|-----------|--------------|------------------------------|------------------|
|                    |  | Stron<br>gly<br>agree | Agr<br>ee | Disagr<br>ee | Strong<br>ly<br>Disagr<br>ee | Can<br>'t<br>say |
| 1                  | Healthy<br>Emotional<br>Climate for<br>Library         | 96                    | 114       | 12           | 5                            | 7                |
|                    | %  | 41                    | 48.7      | 5.1          | 2.1                          | 2.9              |
| 2                  | Improve the<br>Information-<br>Dissemination<br>System | 43                    | 159       | 9            | 12                           | 11               |
|                    | %  | 18.3                  | 67.9      | 3.8          | 5.1                          | 4.7              |

Analysis of Table 6.24 and Figure 6.24 reveals that majority of the respondents i.e. 67.9% agreed that the emotional awareness effects the information seeking and sharing system whereas 41% believes that a healthy emotional climate is necessary for the library. The healthy emotional climate helps the user to concentrate towards study.



### Effect of Emotions Awareness



**Figure 6.24**

Since emotion helps in major aspects in life as well as in information seeking. To know the users view on the awareness of emotions a question was asked. The responses received represents in Table 6.25.

**Table 6.25: Awareness of Emotions in Relationship with Users**

| Awareness of emotions can Improve the Relationship between Library Staff and Users |      |      |     |
|--|------|------|-----|
| Yes  |      | No   |     |
| Nos.   | %    | Nos. | %   |
| 219  | 93.5 | 15   | 6.4 |

The Table 6.25 and show that majority of the respondents i.e. 93.5% agreed that the awareness of emotions can improve the relationship between Library staff and users whereas 6.4% against it.

## **Conclusion**

Emotions play a significant role in the workplace and staff/authorities' emotions.

Emotional factors are equally important because they affect the general tone of discussion and influence the ways in which participants seek and share information. The population of the study is the student and teaching faculties of the university. However, the study is based on the survey of the random sampling of the population. The scope of the study is covered the UG, PG, Research Scholar and the teaching faculty who use the library.

Since the study covers the psychological aspects of the users, therefore, the other point of view i.e. Librarian and staff also included in it. As per library website, there are more than 2000 users combining students, researchers, faculties and others.

## **Suggestions**

Based on the study and responses received from the respondents through questionnaire following suggestions have been derived:

- ✓ Behaviour of library staff should be good and helpful towards users.
- ✓ Library staff are the breath of the library. It should help in maintaining the friendly relationship with the users. It leads to maintain discipline and silence in the library.
- ✓ The training and orientation regarding the arrangement of library collection for the library users should be provided periodically to utilize the library.
- ✓ Library is the silence zone of the university so the visitors create the healthy atmosphere in the study area.
- ✓ There is a need to improve the speed of internet connection being provided by the library.
- ✓ Library professionals should try to resolve each and every query of the users with smile to build an emotional relationship so that their emotions doesn't hurt.
- ✓ The library should build a quality collection for the users.
- ✓ Library staff should be given adequate training to manage library housekeeping activities.

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