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Information Seeking Behaviour of Newspaper Journalists of Karnataka State: A Study

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Abstract

Journalists search, access, and make use of a variety of information sources, both in print and electronic media. Journalists have been increasingly reliant on internet tools in recent years. An attempt has been made through the study to identify the information-seeking behaviour of journalist working in 39 newspapers at the national, state, as well as regional levels. A total of 610 respondents have responded to the questionnaire. The data shows that data indicates that approximately 60% of the respondents are below 35 years. The study witnessed that more than 30% of respondents opined that the information required about all areas is of utmost significance whereas more than 50% of respondents felt that the information is required at the level of moderate significance related to all areas. The study also recommends increasing the number of staff for the maintenance of the newspaper libraries. The study also suggested improving the physical facilities in newspaper libraries as well as staff training is required.

Keywords: Information seeking, Journalists, Print media, Electronic media, Karnataka

1. Introduction

Information usage by a variety of professionals is becoming unavoidable. One such occupation that involves gathering and analyzing information is journalism (Althaus and Tewksbury, 2002; Lowrey, 2006). A journalist is the one professional who gathers data from numerous sources, either directly or indirectly, and creates reliable news content and can be considered as a researcher (Hansen et al., 1994; Keeble, 1994; Gillmor, 2006). The public gets informed of the news item as a result through the appropriate media (Mahapatra and Panda, 2001).

Working journalists turn to a variety of sources, including newspapers, mass media, news agencies, archives, events, journals, biographies, letter communication, and colleagues (Mahajan and Kumar, 2017). Working journalists of print media rely on other sources of information too. The journalists compile and distribute the current and retrospect news items to the public (Singer, 2006). The creation of news depends on the availability and access to the information stored in various information sources (Shrivastava, 2007). The selection of the right information sources becomes inevitable to ensure the creation of reliable news. Hence, it is necessary to identify the ways adopted by journalists to locate and access reliable information sources to satisfy their information demands. An in-depth review of related literature shows that journalists rely on various forms of information sources. Moreover, the review of literature also observed that

newspaper firms are equipped with a library system (Amu and Agvu, 2012; Singh and Sharma, 2013; Prasanna and Divyananda, 2015; Mahajan and Kumar, 2017). The store of information in the form of libraries helps the journalists to gather background as well as current information. A study on the information use pattern of journalists also reveals the present status of the library system that is being established with the news media. The results direct the present library system towards improvements and updates.

2. Review of related literature

A review of related literature clearly illustrates that the journalists working for newspapers seek knowledge available in various forms. Previous studies on the information use pattern by journalists, media professionals, editors, translators, etc. are reviewed in this study. Many scholarly papers witnessed that the information available in different sources such as digital archives, newspapers, newspaper clippings, Columns, journals, magazines, and books along with internet resources such as e-resources and social media networking sites were extensively used by journalists (Attfield and Dowell, 2003; Andén-Papadopoulos, 2013; Bird et al., 2019; Brandtzaeg et al., 2018; Craig and Yousuf, 2013; Gh and Jagannath, 2014; Haider et al., 2022). The major reasons for utilizing the information sources in print and electronic forms are to get background information, check facts, develop news items, write columns & feature articles, and do news editing. The two most frequent motives for seeking information are to gain background knowledge and update existing knowledge (Jayaraman et al., 2011; Jacobs et al., 2017; Kataria, 2018; Kumar and Mahajan, 2018; Kiran Kumar and Chikkamanju, 2020). The majority of journalists, it was also discovered, are interested in learning about politics, governance, economic development, social concerns, religion, sports, and other extracurricular activities. A review of the literature revealed that journalists and other information searchers utilized a range of information sources. The print resources and human sources of information are the major sources of information for journalists. In addition to these print resources, it is observed that classic mass media outlets like television and radio are more comfortable (Ojha, 2004; Chavan, 2014; Djerf-Pierre et al., 2016; Ahmad et al., 2020).

Because of the development of ICT tools and the ease of access to these technologies, journalists have come to rely more heavily on electronic resources in recent years (Umeozor, 2018). Numerous publications emphasized how journalists use social media as a source of information. Currently, social media sites like Facebook, WhatsApp, Twitter, LinkedIn, and YouTube are highly favored for news sharing, commenting, fact-sharing, and news verification. Several publications that have been published in the past discussed the existence of a library that supports professionals to obtain need-based information (Jayaraman et al., 2011; Krishnan, 2007; Ansari, 2020).

The analysis of linked literature reveals how heavily the profession of journalism depends on information. The advent and use of Smartphone technology have become standard among journalists as a result of Smartphone technology and the expansion of internet services that provide information through portable devices.

3. Objectives of the study

To find out the information needs and seeking behaviors of journalists

4. Hypotheses

Based on the above objectives following hypotheses have been formulated.
1. Use of print resources has no bearing with the year of experience of professionals
2. Use of electronic sources and the professional experience of the respondents have no bearing
3. Use of human resources and year of experience of professionals has no bearing

5. Scope and Limitations of the study

This study is confined to knowing the information-seeking behavior of journalists working for newspapers both in Print and Electronic formats.

6. Methodology

The present study has adopted the survey method to collect the primary data. The researcher surveyed the journalists working for 30 newspapers published in six different languages. Online questionnaire method was used to collect the primary data from the respondents. Personal interview and observation methods were also adopted to enhance the rate of data collection.

This study has adopted the sample size formula given by Cochran (Cochran, 1977). The sample size formulas can be given as:

Formula 1: Sample size for infinite population

$$S = Z^2 \times P \times \frac{q}{e^2}$$

The study kept the confidence level of 99% for which the Z score is 2.58. The margin of error is taken as 5% or 0.05. Therefore the sample for infinite population is,

$$= 6.6564 \times 0.5 \times \frac{0.5}{0.0025}$$
$$= 665.64$$

Keeping this value, the required sample size for the population of 6918 is calculated. The population size was determined by the members' list provided by the Karnataka Union of Working Journalists which is a registered body.

Formula 2: Based on the sample size for the infinite population i.e. 665.64,

The formula for adjusted sample size is calculated.

$$\frac{n_0}{1 + \frac{n_0 - 1}{N}}$$

Hence,

$$\frac{665.64}{1 + \frac{665.64 - 1}{6918}}$$

=607.2948 which was finally considered as 610.

An online questionnaire was prepared and sent to 625 respondents and in turn all were received. It was found that 610 responses were complete and genuine,

and the remaining 15 responses were incomplete and not considered for the analysis.

The data received were downloaded as .CSV files and analyzed. Basic statistics such as simple percentage mean scores were used to present the analyzed data in a meaningful format. Further, statistical software i.e. SPSS 22.0 was used to test the hypotheses.

7. Analysis and Interpretation of Data

Table-1: Gender-wise distribution of respondents

Age group	Number	Percentage
Male	491	80.49
Female	119	19.51
Age group	**Number**	**Percentage**
20-25	71	11.64
26-30	155	25.41
31-35	134	21.97
36-40	119	19.51
41-45	74	12.13
46-50	38	6.23
>50	19	3.11

Table 1 indicates that of the 610 respondents, 491 (80.49%) are male and the remaining 119 (19.51%) are female. The majority of respondents i.e. 25.41% belonged to the age group of 26-30 years followed by 31-35 years (21.97%), and 36-40 years (19.51%). Nearly 10% of the respondents are above 45 years. The data indicates that approximately 60% of the respondents are below 35 years.
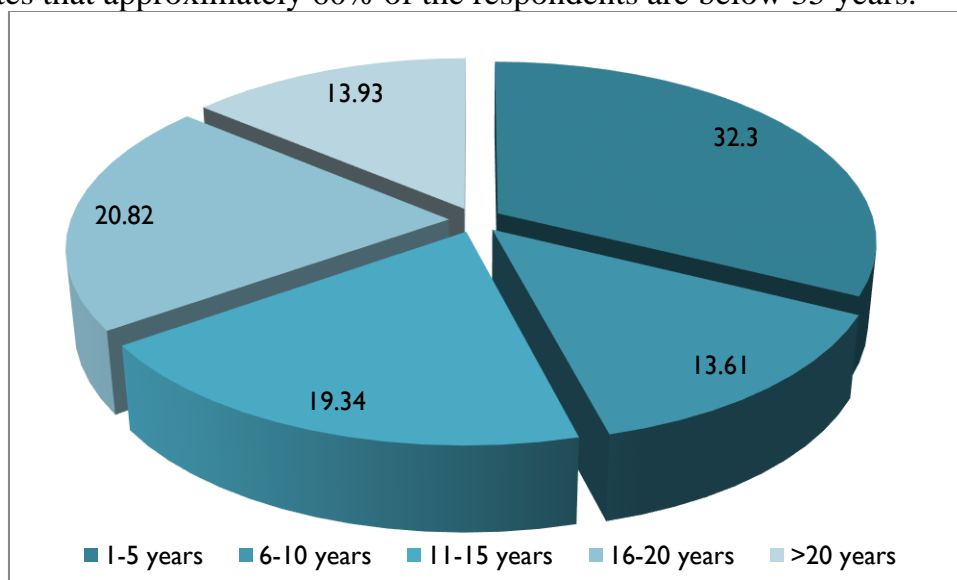

Figure-1: Distribution of respondents by professional experience

Figure 1 depicts that the majority of respondents are having experience of 1-5 years (32.30%) which is followed by 16-20 years (20.82%) and 11-15 years (19.34%). Arguably, more than 50% of respondents have more than 10 years of professional experience.

Information requirement

<p style="text-align:center">Table-2: Vital areas of Information Needs</p>

Areas	Less Significant	Moderate Significant	Utmost Significant	WA
Technical or Journalistic writing / Report writing	0 (0.00)	331 (54.26)	279 (45.74)	2.46
Press Law, Copyright law, Norms	12 (1.97)	357 (58.52)	241 (39.51)	2.38
Ethics of Journalists	2 (0.33)	416 (68.20)	192 (31.48)	2.31
Indian Constitution, Government Policies / Different commission/s report	12 (1.97)	357 (58.52)	241 (39.51)	2.38
Press Accreditation	29 (4.75)	407 (66.72)	174 (28.52)	2.24
VIPs tour schedule	2 (0.33)	383 (62.79)	225 (36.89)	2.37
Techniques of feature writing	0 (0.00)	303 (49.67)	307 (50.33)	2.50
Investigative Journalism	0 (0.00)	348 (57.05)	257 (42.13)	2.40
Film Criticism	17 (2.79)	336 (55.08)	288 (47.21)	2.55
Recorded Speech of politicians & great luminaries.	7 (1.15)	315 (51.64)	257 (42.13)	2.31
Press clippings of important events	17 (2.79)	336 (55.08)	209 (34.26)	2.16
Antecedents of corrupt officials / or corrupt politicians	0 (0.00)	401 (65.74)	201 (32.95)	2.30
Consolidated FIR Reports of the local police stations editing & Information on anti-socials	0 (0.00)	331 (54.26)	279 (45.74)	2.46
Financial Reporting/ Stock Market / Sports and Games events	12 (1.97)	357 (58.52)	241 (39.51)	2.38

Table 2 shows the level of significance in relation to the area of information needs. The majority of respondents opined that information requirements are of utmost significance in the areas such as feature writing (50.33%) followed by film criticism (47.21%), FIR reports, and information on anti-socials (45.74%), and report writing (45.74%). More than 30% of respondents opined that the information required about all areas is of utmost significance whereas more than 50% of respondents felt that the information is required at the level of moderate significance related to all areas.

Frequency of use of Information Resources

<p style="text-align:center">Table-3: Frequency of using print resources for collecting the required information</p>

Print Sources	Always	Most	Often	Rarely	Never	WA	ANOVA

		of the Time					F	Sig.
Newspaper (binding, clippings)	270 (44.26)	226 (37.05)	9 (1.48)	105 (17.21)	0 (0.00)	4.08	16.858	.000
Magazines	231 (37.87)	243 (39.84)	10 (1.64)	114 (18.69)	12 (1.97)	3.93	7.789	.000
Books	179 (29.34)	293 (48.03)	13 (2.13)	123 (20.16)	2 (0.33)	3.86	18.015	.000
Government Publications	231 (37.87)	243 (39.84)	10 (1.64)	114 (18.69)	12 (1.97)	3.93	7.789	.000
Pamphlets	124 (20.33)	246 (40.33)	50 (8.20)	161 (26.39)	29 (4.75)	3.45	3.721	.005
Press Clippings	191 (31.31)	254 (41.64)	34 (5.57)	129 (21.15)	2 (0.33)	3.82	6.871	.000

Table 3 depicts the respondents' opinion on the frequency of use of print resources. Of the 610 respondents, 270 (44.26%) always use newspapers followed by magazines and government publications accounting for 37.87%. Press clippings and books were always used by 31.31% and 29.34% of respondents respectively. 48.03% of respondents stated that they use books most of the time followed by press clippings (41.64%), and pamphlets (40.33%). This shows that books, press clippings, and pamphlets are the highly preferred print resources by the respondents. Overall more than 80% of respondents frequently use newspapers and more than 77% of respondents use magazines, books, and government publications. Undoubtedly, newspapers in print format have been used as rich sources of information by the majority of respondents.

The results of one-way ANOVA test at the probability level of 0.05 indicated that the use of print resources varies as the years of professional experience increases. In other words, the professional experience influences the extent of the use of print resources. Hypothesis-1 is accepted.

Table-4: Frequency of using electronic resources for collecting the required information

Electronic Sources	Always	Most of the Time	Often	Rarely	Never	WA	Correlation	
							T	Sig.
Internet / Websites / Smarts Phones	296 (48.52)	266 (43.61)	11 (1.80)	37 (6.07)	0 (0.00)	4.35	-.085	.035
Television	238 (39.02)	256 (41.97)	24 (3.93)	92 (15.08)	0 (0.00)	4.05	-.145	.000
Archives in your library (Newspaper, photos, cartoons, and Graphs)	194 (31.80)	247 (40.49)	94 (15.41)	68 (11.15)	7 (1.15)	3.91	-.073	.073

| Radio | 208 (34.10) | 234 (38.36) | 49 (8.03) | 102 (16.72) | 17 (2.79) | 3.84 | -.156 | .000 |

Table 4 shows that the majority of respondents always use the Internet/websites/smartphones (48.52%) followed by television (39.02%). Radio is used by 34.10% of the respondents to gather the required information. More than 90% of respondents have been depending on the internet to collect the required information. The results of the Pearson correlation for the Internet (t=-.085), television (t=-.145), audio-visual program (t=-.156), archives (t=-.073), and radio (t=-.156) show that the use of these sources is not correlated with the years of experience of the respondents. Meanwhile, the correlation is statistically significant for the use of the Internet (p=.035), television (p=.000), audio-visual programs (p=.000), and radio (p=.000). Hence, hypothesis-2 is rejected.

Table-5: Frequency of using human resources for collecting the required information

Human Sources	Always	Most of the Time	Often	Rarely	Never	WA	ANOVA	
							F	Sig.
Fellow professional colleagues	203 (33.28)	320 (52.46)	6 (0.98)	81 (13.28)	0 (0.00)	4.06	3.233	.012
Friends & relatives	131 (21.48)	316 (51.80)	70 (11.48)	88 (14.43)	5 (0.82)	3.79	10.955	.000
Local leaders / person	181 (29.67)	257 (42.13)	55 (9.02)	117 (19.18)	0 (0.00)	3.82	5.027	.001
Employee	234 (38.36)	275 (45.08)	25 (4.10)	63 (10.33)	13 (2.13)	4.07	7.349	.000
Subject experts in various fields	231 (37.87)	265 (43.44)	76 (12.46)	34 (5.57)	4 (0.66)	4.12	2.743	.028

Table-5 indicates that the majority of respondents always used employees (38.87%) followed by subject experts (37.87%), and professional colleagues (33.28%). A good percentage of respondents always used local leaders (29.67%) and friends & relatives (21.48%) to gather the required information. It is interesting to note that most of the time, colleagues (52.46%) and friends & relatives (51.80%) are used as human resources to collect the required information. The colleagues along with employees and friends & relatives play an important role in helping the respondents gather need-based information.

The results of the one-way ANOVA test indicate that variations existed among the respondents with various levels of professional experience in the use of human resources as the source of information. Based on the data, it is clear that the use of human resources as the source of information varies among professionals with different professional experiences. Hence, hypothesis 4 is accepted.

Table-6 Frequency of using social networking sites for collecting the required information

Social networking sites	Always	Most of the Time	Often	Rarely	Never	WA
Twitter	103 (16.89)	226 (37.05)	69 (11.31)	206 (33.77)	6 (0.98)	3.35
Facebook	256 (41.97)	192 (31.48)	41 (6.72)	101 (16.56)	20 (3.28)	3.92
YouTube	194 (31.80)	247 (40.49)	94 (15.41)	68 (11.15)	7 (1.15)	3.91
LinkedIn	69 (11.31)	59 (9.67)	92 (15.08)	340 (55.74)	50 (8.20)	2.60
Instagram	151 (24.75)	333 (54.59)	38 (6.23)	60 (9.84)	28 (4.59)	3.85
WhatsApp	267 (43.77)	249 (40.82)	12 (1.97)	78 (12.79)	4 (0.66)	4.14
All the above	203 (33.28)	291 (47.70)	80 (13.11)	15 (2.46)	6 (0.98)	4.02

Note: 5-Always, 4-Most of the Time, 3-Often, 2-Rarely, 1-Never

Table-6 shows that the majority of respondents always use Whatsapp (39.51%) for gathering the required information followed by YouTube (31.80%), and Facebook (30.49%). It is interesting to note that Whatsapp, Instagram, and YouTube are the most frequently used social networking sites followed by Facebook.

Table-7: Frequency of using news agencies for collecting the required information

News Agencies	Always	Most of the Time	Often	Rarely	Never	WA
United News of India (UNI)	161 (26.39)	179 (29.34)	94 (15.41)	165 (27.05)	11 (1.80)	3.51
Press Trust of India (PTI)	248 (40.66)	243 (39.84)	24 (3.93)	87 (14.26)	8 (1.31)	4.04
Asian News International (ANI)	103 (16.89)	155 (25.41)	93 (15.25)	248 (40.66)	11 (1.80)	3.15
Hindustan Samachar	128 (20.98)	109 (17.87)	0 (0.00)	288 (47.21)	85 (13.93)	2.85
Samachar Bharti	0 (0.00)	67 (10.98)	162 (26.56)	320 (52.46)	61 (10.00)	2.39
Indo-Asian News Service (IANS)	27 (4.43)	230 (37.70)	293 (48.03)	58 (9.51)	2 (0.33)	3.36
Karnataka Photo News (KPN)	8 (1.31)	6 (0.98)	466 (76.39)	130 (21.31)	0 (0.00)	2.82

Note: 5-Always, 4-Most of the Time, 3-Often, 2-Rarely, 1-Never

Table-7 indicates the frequency of use of news agencies for collecting the required information. The majority of respondents i.e. 40.66% always use Press Trust of India (PTI) followed by United News of India (26.39%). Interestingly, 37.70% of respondents use Indo-Asian News services (IANS) most of the time. The data presented in Table 12 indicates that PTI and UNI are the major sources of required information among the respondents. Meanwhile, Hindustan Samachar and Asian News International are also frequently used by the respondents.

Table-8: Availability of newspaper library

Availability of newspaper library	Number	Percentage
Yes	367	60.16
Not responded	243	39.84
Total	**610**	**100.00**

Table-8 shows that the majority of respondents have opined that their newspaper has a newspaper library (60.16%). Whereas 39.84% of respondents have stated that they do not have access to newspaper libraries.

Table-9: Frequency of visits to newspaper library

Frequency	Number of respondents visit newspaper library	Percentage
Daily	107	17.54
Once a week	47	7.70
Once a month	12	1.97
Need-based	201	32.95
Never	243	39.84
Total	**610**	**100.00**

Table 9 indicates that the majority of respondents visit the library whenever they required it (32.95%) followed by daily (17.54%). Once in week visit is made by 7.70% of the respondents. The table indicates that the frequency of library visits by the respondents is depending on the need for the information.

Table-10: The adequacy of useful documents available in the library

Documents	Most adequate (N=367)	Adequate (N=367)	Neither adequate nor inadequate (N=367)	Not at all adequate (N=367)	WA
Books/ Ref. books	78 (21.15)	98 (26.72)	28 (7.54)	164 (44.59)	2.25
Currents Periodicals	164 (44.59)	27 (7.38)	98 (26.72)	78 (21.15)	2.75
Newspaper Clippings	224 (60.98)	28 (7.70)	68 (18.52)	44 (11.97)	3.16
Digital Newspaper Archiving	188 (51.15)	43 (11.64)	63 (17.21)	73 (19.84)	2.94
Films, Videos	222 (60.49)	18 (4.92)	51 (13.77)	70 (19.18)	3.04

CD, DVD's, Microfilms	230 (62.79)	36 (9.84)	55 (14.92)	39 (10.49)	3.21
Newspaper Archives	256 (69.84)	36 (9.84)	48 (13.11)	19 (5.08)	3.40

The adequacy of useful documents available in the library has been presented in Table 10. The majority of respondents opined that the newspaper archives (69.84%) are the most adequately available in newspaper libraries and 62.79% believed that CD, DVD, and Microfilms are the most adequately available followed by newspaper clippings (60.98%) and films/videos (60.49%). Nearly 51% of respondents opined that the current periodicals are adequately available for access followed by books (nearly 48%).

Table-11: Purpose of using library resources

Purpose	Number of Respondents (N=367)	Percentage
To prepare article/ feature article/ special article	221	60.16
To consult reference sources / tools	156	42.46
To read newspapers/periodicals	188	51.15
To Borrow books/periodicals/microfilms	76	20.82
To spend leisure time	39	10.66

Various purposes motivate the respondents to visit the library. Table-10 depicts that the majority of respondents visit the library to prepare articles/ feature articles/ special articles (60.16%) followed by reading newspapers/periodicals (51.15%), and to refer reference sources (42.46%). An average percentage of respondents borrow information resources (20.82%) and a low of 10.66% of respondents visit the library to spend leisure time. The data presented in the above table shows that the prime purpose of library visits is to write articles as well as to update knowledge through newspaper reading.

Table-11: Frequency of use of services offered by the library

Services	Most Frequently	Frequently	some times	Rarely	Never	WA
Back ground information proving services	37 (10.00)	64 (17.38)	101 (27.54)	21 (5.74)	144 (39.34)	2.53
Content Management service	33 (9.02)	28 (7.70)	55 (15.08)	35 (9.67)	215 (58.52)	1.98
Online resources updating/ alert service	19 (5.25)	57 (15.57)	71 (19.34)	38 (10.33)	182 (49.51)	2.16
Newspaper Archiving services	13 (3.44)	63 (17.05)	73 (19.84)	42 (11.48)	177 (48.20)	2.17
Archival services (Photos, Cartoons, Info-graphics)	26 (7.21)	51 (13.93)	60 (16.23)	34 (9.34)	196 (53.28)	2.12
Translation Services	29 (8.03)	42 (11.48)	45 (12.13)	26 (7.21)	224 (61.15)	1.97
Referral Services	35	40	42	33	217	2.03

| | | (9.67) | (10.82) | (11.31) | (9.02) | (59.18) | |

Note: 5-Most Frequently, 4-Frequently, 3-Some times, 2-Rarely, 1-Never

Table 11 shows that as limited as 10% of respondents use background information proving service followed by referral service (9.67%), content management service (9.02%), and translation service (8.03%). Less than 18% of respondents frequently use all the services offered by the libraries.

It is evident from the data presented in the above table that the mean values for the services offered by the libraries are used to some extent. Background information proving services (mean=2.56) is the highly preferred service by the respondents. The remaining services are used rarely which accounted for the mean value of less than 2.17 for all services.

Table-12: Difficulties faced in seeking the required information

Difficulties	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Completely Disagree	Mean
	Opinion					
Inadequate library resources	151 (24.75)	256 (41.97)	102 (16.72)	65 (10.66)	36 (5.90)	3.69
Inadequate library services	147 (24.10)	230 (37.70)	129% (21.15)	42 (6.89)	62 (10.16)	2.96
Inadequate physical facilities (space, furniture etc.)	107 (17.54)	104 (17.05)	313 (51.31)	62 (10.16)	24 (3.93)	3.34
Information not readily available	81 (13.28)	141 (23.11)	298 (48.85)	62 (10.16)	28 (4.59)	3.30
Information scattered in many sources	79 (12.95)	101 (16.56)	347 (56.89)	65 (10.66)	18 (2.95)	3.26
Lack of modern communication technology	87 (14.26)	88 (14.43)	367 (60.16)	53 (8.69)	15 (2.46)	3.29
Lack of Searching Skills	109 (17.87)	121 (19.84)	299 (49.02)	66 (10.82)	15 (2.46)	3.40
Lack of time	97 (15.90)	111 (18.20)	348 (57.05)	57 (9.34)	27 (4.43)	3.47
Language	66 (10.82)	106 (17.38)	320 (52.46)	58 (9.51)	32 (5.25)	3.05
Library Staff is not qualified enough to find information	59 (9.67)	108 (17.70)	319 (52.30)	79 (12.95)	44 (7.21)	3.09
Not aware of the availability of	73 (11.97)	118 (19.34)	297 (48.69)	85 (13.93)	34 (5.57)	3.17

library material						
Professional risks while carrying out official duties	94 (15.41)	83 (13.61)	371 (60.82)	80 (13.11)	21 (3.44)	3.44
The library materials are disorganized	55 (9.02)	83 (13.61)	371 (60.82)	71 (11.64)	30 (4.92)	3.10

Table-4.12 indicates the difficulties faced by respondents while seeking the required information. The majority of respondents strongly agreed that inadequate library resources (24.75%) followed by inadequate library services (24.10%) have become difficulties while seeking the required information. Approximately 50% of the respondents have given a neutral response about the various difficulties in seeking required information and the expected lack of library resources and services. The above table indicates that the respondents opined that the high-level difficulty persisted with the library resources and services.

8. Discussion and conclusion

The study is confined to finding out the information-seeking behavior of print media journalists. The study witnessed that state of existing newspaper libraries is quantitatively low. The referral service shall be introduced that redirects the users to the proper source of information available in other libraries and information centres. A database of newspaper archives can be developed that becomes a significant reference material for the journalists.

It is found that news agencies also play a major role in disseminating the needed information. Moreover, all professionals need to register with Journalist associations. Awareness shall be created about alternative digital media platforms such as Scroll.in, Huffington Post, etc among the professionals. An adequate volume of electronic resources shall be acquired by the libraries so that the information needs of the users can be fulfilled in time by breaking the time and space barriers. It is recommended to newspaper firms and newspaper libraries conduct ICT literacy programs for working professionals at regular intervals. Meanwhile, the libraries shall provide the technical support required during the information search and retrieval process. There are ample opportunities for these libraries to grow in terms of collection, services, and preservation of information. The libraries need to be equipped with the ICT infrastructure to facilitate information dissemination to the user community.

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