

**INFORMATION NEEDS AND INFORMATION SEEKING BEHAVIOUR AMONG USERS
OF UITM SARAWAK LIBRARY**

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ABSTRACT

In order to provide the best information services to the users, libraries work very hard to provide the best information that they could afford. Therefore millions of Ringgit was spent every year for library services and products in Malaysia. Yet there are still people who are much distanced from the library. These people think that there is nothing available for them in the library or the libraries are not able to fulfill their information needs. The assumption might be true. This report is discussing on users of UiTM Sarawak Library information needs, their information seeking behavior and their attitude toward the UiTM Sarawak Library.

A survey has been conducted where 330 users have answered the questionnaires and all the questionnaires have been analyzed. From 330 users, 288 were students while the rest were staff in various departments in the university.

The survey have shown that most users go to the library to get general information. They prefer using the Internet where the Internet Search Engine has become their major source of information as well as their main research tools. They also prefer using the library only when they could not find anything on the net or when they want to borrow books.

In general, most of the respondents rate the library services as satisfactory which leads to the reason why they do not go to the library often. From this research the library should improve in their online services and have more promotion of what they have in the library that would benefit the users.

CHAPTER ONE

INTRODUCTION

1.1 Introduction

Most staff in universities has both teaching and research responsibilities although the balance between these may vary markedly. Although teaching and research will be closely related, and the results of research will be used to inform in teaching in the subject, staff may differ in their requirements of the library. With the development of new teaching and learning methods, and increasing use of ICT to deliver teaching, the demands on the library are changing.

Technologies are identified in the relation of changing in information seeking behavior. This driven changes the role of library and information services. Thus the concept of a library and information services become more fluid, moving from a building to be visited when its open, to a continuous flow of information to be accessed when convenient to the user from any chosen location, (Irving, 1993).

In university, lecturers need information to their research, lecture, reading or personal reason. Information can be in various forms from printed and non-printed such as online database. Scholars actively seek current information from the various media available in libraries, e.g. encyclopedias, journals and, more currently, electronic media. This people go to library to get their needs.

As in academic library, this study also important for librarians by knowing what the needs of their user and also the obstacles that may arise when was using the resources from library. This study also helps the library to justify the needs and meet expected demands of their user. By this also, library can determine the information requirements and also awareness of library services that available in UiTM Sarawak library from user.

Variables that emerge from the studies reviewed are:

- Information needs depend on discipline of study and level;
- Lack of awareness of library resources and services available could be a barrier to information access; and
- Use of resources and services depends on ability to use information access tools.

1.2 Purpose/ Goals of study

1. To identify the information needs among library users;
2. To find out their sources of information;
3. To analyse their information seeking behavior;
4. To examine the problems that they may face to find information;
5. To identify their perceptions towards UiTM Sarawak Library.

1.3 Problem Statements

As an information organization, UiTM Sarawak library provides vast amount of information in various formats. The main purpose of having so many different types of Collections is to cater the information needs of all types of user from different fields and departments.

Even though the library offers various types of services and resources, we could not see the full utilization of the library. This might due to different needs and different behaviour of each and every members of the organization.

This research is done to analyze the information needs and information seeking behaviour of users in UiTM Sarawak Library. Besides that, this research will also explore users' perceptions towards the library.