



Information Need and Use in decision making by Library Professionals with special reference to libraries of Gorakhpur

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Abstract- *This research paper deals with information needs and use of information sources by the users. Mentions the role of users' need in decision making by librarians. Shows that library staffs play a vital role in conveying information to library professionals. Explains how the users' need accessed and how the library professionals take decisions in accordance with the users; view and their needs.*

Introduction- Decision making is the function of paramount importance in management. A good manager has to take effective decisions continuously at all stages of the creating, planning, organizing, motivating, communicating and controlling. Manager executes an action by decision making. Librarians are also library managers. Decision making is the most important task for library professions in a library and information centers. At every stage librarians have to take decision regarding selection of books, technical processing of books, appointment of employees and other library services, etc. For the purpose of fulfilling the needs of users, librarians have to assess their information needs and use of library resources. Decisions are taken by librarians to maintain the library collection in accordance with the actual information needs of the users.

Objectives of the study- The present study has several objectives. They are as follows:

1. To find out the role of information in decision making regarding book selection.
2. To find out how library authority collects information for various activities of library.
3. To find out what is the role of information in providing/ starting new services of libraries
4. To study what is the information need in decision making for the future planning of the library.
5. To find out how library authority know about users' problem
6. To find out what is the role of information for solving users' problem.
7. To find out what is the role of information in taking decision for selection of staff.
8. To find out how much aware library authority is of the recent developments in the field of library science.

Scope of the study- The study covers almost all aspects of library and information science in which the role of information is necessary for the decision making.

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The study covers the scope of information to take effective decision. It covers the changes occurred in the profession of librarianship. The study is conducted in the selected libraries of Gorakhpur region which includes different types of libraries, i.e. public libraries, academic libraries and special libraries, etc.

The scope of the study is extended to make aware the library professionals and library management of the information needs and use in decision making for various areas and operations. It will be useful for them to raise the quality of decision making by the use of information and ultimately raise the effectiveness of the library.

Methodology- The primary data was collected by conducting survey of library professionals in selected libraries of Gorakhpur city. The data was collected through questionnaire distributed among the library professionals. The random sampling has been adopted for this study. Respondents were selected randomly. They belong to different libraries of Gorakhpur city. The processing of data was done manually. The code was given to different questions and by the code plane data was processed easily.

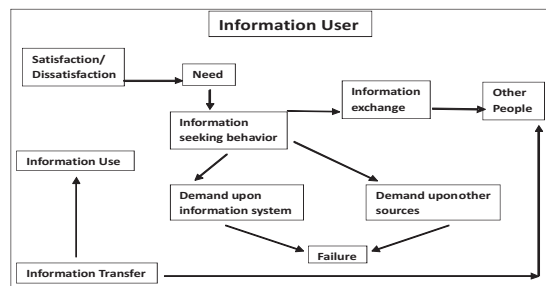
Limitations of the study- The

study was carried out to map the information needs of library professionals of the libraries of Gorakhpur city. This study has certain limitations which have mentioned below:

1. Most of the libraries of Gorakhpur city are not having the sound position which is due to lack of resources.
2. A lot of time wasted in getting the questionnaire properly filled up as many of the respondents did not fill the questionnaire in one visit and investigator was compelled to visit many times which cause more wastage of time.
3. There is lack of literature on this particular topic in the context of libraries and information centers.
4. The study is limited to library professionals of coverage area of Gorakhpur city

Analysis and interpretation of data- The processed data has been analyzed using some statistical techniques and presented in the form of table and diagram.

Information seeking behavior- The nature of information seeking behavior in information exchange process has been shown through this chart.



Information Use- There is confusion about the concept of information use. The region of this failure lies in the troublesome concept of information. a sophisticated definition emphasis on information as both commodity and the process. Thus, information as the commodity has to be acted upon by an energy system in order to make it useful and allows it to be put into action. This conversion of information into useable forms involves acquisition of the external word of events, transmission processing, utilization and transfer. In other words, information use is that of seeking behavior that leads to the use of information in order to meet the individual needs.

Information Need- In order to satisfy the information needs the user activity goes under the information seeking process. The allotment of the user in obtaining the needed information results from the recognition of some need perceived by the user.

Information and Decision- The decision making process is the managing function of the management process. A manager, therefore, may be viewed as a specialist in the art of decision making. Decision is a conclusion or termination of a process. For decision making, information is very necessary. The kind of information and the time, it should be available is important. To be able to make a wire decision, one should aware of all the facts concerning the situation or the problem pertaining to which decision is to be made. The availability of relevant, accurate and updated information is must for the use of library professionals in

decision making.

Decision making in Libraries- In the libraries a complex decision has been taken by libraries i.e., he has to set the future goals of the library, he has to select an experienced and qualified staff for his library, to make decision, how the library can be made effective for its user, to make decision that how the services of the library can be improved. The library professionals need more information in providing new services in the library.

User study is a weapon through which a librarian may be able to know how the actual information needs and use of information sources in the library. Information needs and use studies highlights the users 'requirements in the library. In the light of these studies a library professional takes decision to maintain and enhance the library collection and to improve the existing library services in changing library environment.

Area of decision making by library professionals -Depending upon various alternatives, appropriate decisions are made by library professionals/managers, while making decisions, following criteria of guidelines are observed for acquisition, organization, analysis, synthesis, maintenance and dissemination of information. Except theses criteria other areas are also considered for decision making as staffing, budgeting, etc.

Analysis and discussion of data- On the basis of data available, they are presented in tabular for to interpret the data. They are as follows:

Table No.1: Effective decision for achieving goals of library

Responses	
Yes	No
19 (95%)	1 (5%)

Today we are living in the complete world of information science, in which everybody has set their certain goals and objectives. To achieve their goals, they need timely and accurate information for effective decision.

The data of table 1 shows that 95 %respondents think that the accurate, timely, insightful and effective decision facilitates the ability of the organization to accomplish predetermined goal and objectives.

Table 2: showing the need of information for decision making for the library activities

Response				
In book selection	In solving users' problem	In providing various services	Selection of staff	All of them
40%	15%	10%	5%	30%

There are various types of library activities need different types of information i.e. book selection, solving users' problem in various services and selection of staff, etc. The table shows that the 40% library professionals think that information is necessary for decision making in book

selection, 15% think that it is necessary for solving users' problem and 10% for providing various services, 5% librarian feel difficulty in selection of their staff, where as 30% think of the necessity of information in almost all the above mentioned activities.

Table 3: Methods of communication with staff

Responses							
Weekly Meetings		Through report prepared by staffs		To talk regularly with staff		Any other	
No.	%	No.	%	No.	%	No.	%
5	25	1	13	13	65	1	5

Table 3 shows that 65% library professionals talk regularly with their staff and 25% have adopted the method of weekly meetings for communication with

staff and 5% communicate through reports prepared by staff and only 5% librarians are directly available for communication with their staff.

Table 4: Information by staff regarding book selection and users' problem

Response		
Yes	No	Cannot say
11 (55%)	3 (15%)	6 (30%)

The table 4 interprets that 55% library professionals think that library staff in providing necessary information regarding book selection and uses' problem, 15%

think that staff do not provide necessary information and only 30% are of the opinion that they cannot say that the staff is giving all the needed information

Table 5: Methods of book selection

Responses				
Yes	No			
25 %	By users' opinion	By experts' recommendation	By consulting bibliography/ catalogues	By any other resources
	25%	45%	05%	05%

Selection of books in the library is the most important aspects of the library activities. If it is not done carefully most of the useless materials may be gathered in the library. Librarians select books by different means.

The data of table 5 shows that only 20% librarians select books directly and 80% are dependent on others like according to users' opinion, experts' recommendations, by the use of bibliography and publishers catalogues, etc.

Table 6: satisfaction of users' with library

Response		
Yes	No	Cannot say
13 (65%)	2(10%)	5(25%)

The satisfactions of users' are most important because the library is set up for providing proper services to the users. The effective services are must to satisfy the users' need. The data in table 6 shows that most of the

librarian 65% think that the users are satisfied their libraries and only 10% librarians think that users are not satisfied with their library services, but 25% professionals are not in the position to

answer the questions exactly because they not sure that users are satisfied with their library service or not. Generally it is very difficult to satisfy every user of library for

certain reasons because the users have different types of problems, which they want to be solving by library. Librarians adopt different methods to know about users' problem.

Table 7: Method of collection of information about users' problem

Response			
Information from complaint box	Interview with users	By asking staff about users' problem	Any other
2 (10%)	7(35%)	7(35%)	4(20%)

Table 7 shows that 35% library professionals collect information through users' study either it is conducting interview or through using questionnaire

with the users regarding their problem. About 10% librarians collect information from complaint box and 20% professionals knows the users' problem through other means.

Table 8: Willingness for use of effective information system in library

Responses		
Yes	No	Never tried
14 (70%)	03 (15%)	03 (15%)

An effective information system is necessary for effective library functions and services by using these information system librarians accept the challenges of library.

Table 8 shows that 70% librarians tried to maintain an effective information system in their library and 15% do not tried to adopt it, but 15% professionals tried to adopt in the library.

Table 9: Showing the level of satisfaction of users with decisions taken by librarians

Responses			
Sometimes	Always	Never	Cannot say
07 (35%)	04 (20%)	00(00%)	09 (45%)

Different types of decisions are made by professionals for different types of tasks and services of the library. It is obvious that these decisions can not satisfy everybody at every time. The table clearly indicates that 35% librarians think that sometime their decision satisfy everyone in library, 20% of the users are of the opinion that the

decisions of librarian always satisfy everyone in library and 45% users are of the opinion that they cannot say anything about this. None of the users was heard to say that librarians' decisions never satisfy everyone. It is clear that decision taken by library professionals satisfies every user to some extent in library.

Table 10: User education for effective services

Responses		
Yes	No	Not possible
11 (55%)	08(40%)	01(05%)

User education is the education of user which is provided to the user for effective use of library resources. The table 10 shows that 55% library professionals provided user education for effective service of library but 40% didn't feel the need of user education, only 05 % library professionals were found to say that it was not possible to provide user education by the library with some reasons.

Conclusion - It is concluded that most of the library professionals collect information by asking staff members about users' problem and by conducting users' study through interview and through the use of questionnaire. Library professionals are dependent on the information received by their staff members and users of library for decision making. They use information receive from time to time for providing various library services and they feel need of more information in

book selection . Most of the library professionals maintain their proper communication with their staff by regular talking and sometimes by weekly meetings. Most of the library professionals select book by experts' recommendations and users' opinion. New services are provided by the professionals keeping in mind the users demand. At least 85% professions have proper communication with their staff they conduct user study and user education programme time to time for fulfilling the user needs. It is fact that users' satisfaction is the goal of libraries. This goal will be achieve only by being user friendly. Library professions should take decisions keeping in view the users information needs and use of library resources by the users.

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