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## **Information Literacy among Research Scholars and Post Graduate Students of Jamia Millia Islamia (University), New Delhi: A Study**

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### **Abstract**

*This paper seeks to find out an overview of competency level of Information Literacy in the Research Scholars and P. G. Students of Jamia Millia Islamia (University). The ultimate aims of any library services are to ensure that the users are able to access the information for the purpose which they require it. Information Literacy is the important process in the modern changing world which is mostly used for higher education particularly, at the University level education. This time, Information Communication Technology (ICT) has made its adequate presence in Libraries and Information Centres.*

**Keywords:** Information Literacy, Jamia Millia Islamia University, Library, New Delhi, User Study

## 1. INTRODUCTION

The importance of information literacy as a key to empowerment and survival in the information age has been widely acknowledged and discussed within the discipline of library and Information science. Information Literacy initiatives teaches information literacy skills to lifelong learners, so they can find, analyse, and use quality information in the various phases of their life and utilise information to their advantage.

Evaluation and critical thinking skills are also required, as users use a combination of primary and secondary sources and scholarly, as well as popular magazines, and must be able to incorporate all the sources effectively into the assignment. The implication of that information Seekers need to be taught about the process and useful strategies at its various phases as much as the mechanics of the information sources.

### **Definition**

“To be information literate, a person must be able to recognize when information is needed and have the ability to locate, evaluate and use effectively the needed information.” It means Information Literacy is the ability of the individuals to understand the nature of their information need and access that information from a variety of sources and assess that information regarding its reliability, authenticity, accuracy, currency etc. (ALA).

### **Zakir Husain Library, Jamia Millia Islamia (University)**

The Library of Jamia Millia Islamia, Dr. Zakir Husain library was established with the establishment of the Jamia in 1920. The library was started first with a small collection donated by Maulana Mohd Ali Jauhar. Zakir Husain Library has a total collection of 3.70 lakhs books and bound volumes of periodicals, 2500 manuscripts, and 1100 thesis. It subscribes to 649 print journals, and provides access to 6,000 e-journals. The collection caters to the teaching and research programmes of all of Jamia’s teaching departments and research centers. It has a textbook Section of about 8,000 books. These are reserved books, which are made available for consultation/overnight issue.

Presently 100 systems have been providing to make it a gateway to Digital Resources. It provides access to 6,000 peer-reviewed scholarly e-journals in the various fields. Dr. Zakir Husain Library has launched the digital information resource centre for the Jamia Millia’s academic and research community. It provides the access to databases of electronic resources to the bonafide members.

## 2. REVIEW OF RELATED LITERATURE

**Anafo, Peter and Filson, Christopher (2014)** stated that many students today are over-reliant on search engines such as Google to find information when researching topics. They often overlook quality academic resources available from libraries. This situation creates a new challenge for reference librarians, who must now play a more important teaching role: directing students to high-quality print and electronic sources

and educating them on the need to evaluate web resources.

**Chandra (2013)** in an overview Information Literacy is the way to energetic contribution in the information-driven society. It provides learners the necessary skills and inspires lifelong and independent learning skills which are a prerequisite for problem-based and problem solving. Now a days IT change our society. People should be allowed to access the information and using it.

**Madhusudhan, M (2012)** revealed that majority of university librarians strongly agree and delivering IL programmes for their user the beginning of the academic year. Majority of the study libraries are conducting user studies while designing and developing their information literacy programmes. As far as content of IL is concerned, it was noted that besides regular information search skills, libraries did not give much emphasis on skills like using CD-ROM databases, understanding citations, documenting research work, plagiarism, etc.

**MacMilan, Margy and MacKenzie, Allison (2012)** in an overview explores the challenges students encounter in reading scholarly articles, describes a class developed to help them overcome the challenges and reports the results of a survey of senior students on their reading practices. A shared concern about students' ability to integrate scholarly materials into their assignments led us to develop and refine classes focused on reading, and eventually to investigate student behaviours and perceptions in a more formal way.

### **3. OBJECTIVES OF THE STUDY**

The main objective of the present study is to find out the competency of information literacy in the research scholar and post graduate students. The objectives are as follows:

- To examine the purpose of Library visit by the users.
- To identify the competency level of information literacy among the users of Jamia Millia Islamia (University).
- To examine comparison level of information literacy skills among the users about various resources & services.
- To identify areas of strengths and weakness in information literacy skills among the users.
- To find out the status of information literacy programmes offered by the University Library.
- To assess the ability and effectiveness of the users in acquiring the information.
- To identify the use of various search techniques and strategies.

#### 4. SELECTION OF THE PROBLEM

The problem selected for the present study is “Information Literacy among Research Scholars and Post Graduate students of Jamia Millia Islamia (University): A Study”. The problem deals with the Information Literacy of the users i.e., research scholars and post graduate students only who visited the Zakir Hussain Library of Jamia Millia Islamia (University).

#### 5. METHODOLOGY

This study is based on survey (questionnaire) method. A structured questionnaire was designed to collect the necessary data, keeping in mind the objectives of the study. The investigator visited the Jamia Millia Islamia (University) and approached to the research scholar and post graduate students. A total number of 50 questionnaires (each) were distributed to the Research scholars and Post Graduate students. 46 research scholars and 47 post graduate students responded back and found to be complete and were thus selected for the analysis and interpretation of data.

#### 6. DATA ANALYSIS AND INTERPRETATION:

Data collected through questionnaire was organised and tabulated by using statistical method of research. One important characteristic is that, this method does not study any individual, but a group of individuals. Secondly, it is the method which is quantitative rather than qualitative.

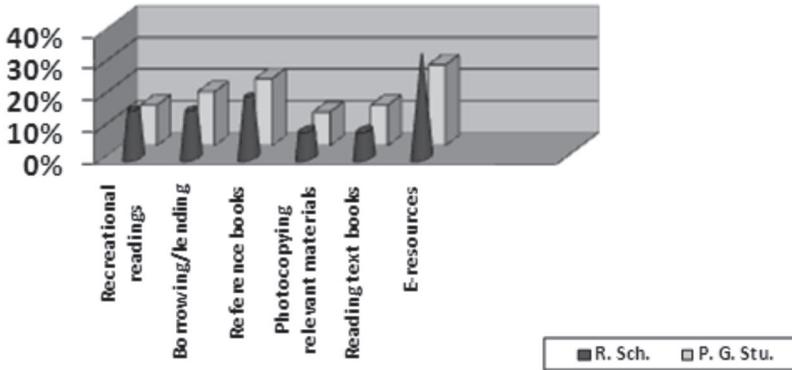
##### 6.1 PURPOSE OF LIBRARY VISIT

The value of the library facility to the users can be ascertained by identifying their purpose of visits to the library. Various options were given to describe various reason(s) for visiting the library.

**Table 1. Purpose of Library Visit**

Purpose of Visit	Research Scholars	P.G. Students
Recreational reading (news papers & magazines)	7 (15.22%)	6 (12.76%)
Borrowing/lending books	7 (15.22%)	8 (17.02%)
Consulting Reference Books	9 (19.57%)	10 (21.28%)
Photocopying relevant material	4 (8.69%)	5 (10.64%)
Reading text books	4 (8.69%)	6 (12.77%)
Accessing E-Resources	15 (32.61%)	12 (25.53%)

The analysis of response from user reveal that the highest percent of research scholars (32.61%) and P. G. students (25.53%) are visiting the library for E-resources followed by those whose purpose is consulting reference books by research scholars (19.57%) and P. G. students (21.28%). For borrowing/lending, research scholars (15.22%) and P. G. Students (17.02%) are found to be visiting the library. Visits were made by research students (15.22%) and P. G. students (12.77%) for recreational readings.



## 6.2 LIBRARY TOOLS USED FOR LOCATING INFORMATION

A number of tools are made available in libraries to locate information or documents from the existing collections. To find out the awareness of students about these tools students were asked to indicate the tools they are using. Responses have been analyzed and presented in the following table.

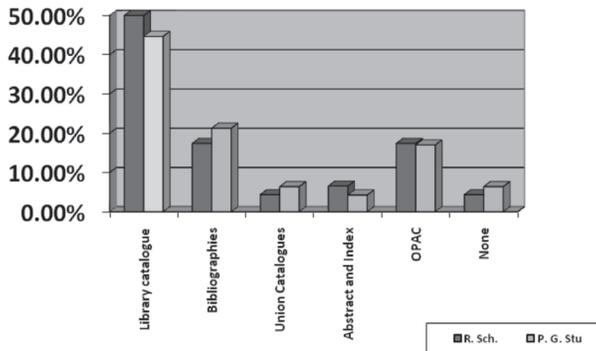
**Table 2. Tools used to locate information**

Tools	Research Scholars	P. G. Students
Library catalogue	23 (50%)	21 (44.68%)
Bibliographies	8 (17.39%)	10 (21.28%)
Union Catalogue	2 (4.35%)	3 (6.38%)
Abstracts and Indexes	3 (6.52%)	2 (4.26%)
OPAC (Online Public Access catalogue)	8 (17.39%)	8 (17.02%)
None	2 (4.35%)	3 (6.38%)

For locating information, majority of the research scholars (50%) and P. G. Students (44.68%) are approaching the library catalogue. However 17.39% research scholars are also referring bibliographies and OPAC and P. G. Students are also 21.28% using bibliographies and 17.02% using OPAC.

### 6.3 EXTENT OF USEFULNESS OF LIBRARY TOOLS AND SERVICES

For the purpose of finding and using the books and information needed from the library, the users will be using different tools available in the library. Depending on the usefulness of these tools in finding required item, the students were asked to indicate the level of success they have enjoyed. Extent of help has been described using the responses are tabulated and presented in the following table.



**Table 3. Extent of use of library tools and services**

Extent of Use	Research Scholars	P. G. Students
Always	19 (41.30%)	18 (38.30%)
Many times	10 (21.74%)	11 (23.40%)
Some times	7 (15.22%)	6 (12.77%)
Occasionally	5 (10.87%)	4 (8.51%)
Rarely	3 (6.52%)	5 (10.64%)
Never	2 (4.35%)	3 (6.38%)

Highest percent of the users, (41.30%) research scholars and 38.30% P. G. students stated that they could find and use the library books always using the library tools and services. 21.74% research scholars and 23.40% P.G. students also stated that they could find books many times using various tools in the library.

### 6.4 OPINION ON THE USEFULNESS OF LIBRARY ORIENTATION/ USER EDUCATION PROGRAMMES

User instruction and education programmes are offered in libraries in order to create awareness about various facilities and services of the library on one hand to develop library and information skills on the other hand. These skills enable the user to locate, and use the information or documents more efficiently and effectively. In

this connection, the opinions of users are gathered regarding the importance of user education/ user instruction.

**Table 4. Opinion on User orientation programmes**

Response	Research scholars	P. G. Students
Useful	40 (86.96%)	38 (80.85%)
Not Useful	6 (13.04%)	9 (19.15%)

The analysis of responses show that majority of the students i.e. research scholars (86.96%) and (80.85%) P. G. students believe that user education orientation programmes offered by the library would enable the users in searching and referring the needed books and information with ease.

## 6.5 FAMILIARITY WITH AND USE OF ICT

### 6.5.1 Familiarity with word processing software

While creating and using information in electronic format all the users need to apply some word processing software. For working in the contemporary electronic environment, especially with large amount of textual information all the contemporary users require the knowledge of at least one word processing software. The responses of users in this regard are shown in the table below.

**Table 5: Familiarity with word processing software**

Response	Research Scholars	P. G. Students
Very advanced	18 (39.13%)	16 (34.04%)
Some what (intermediate)	14 (30.43%)	15 (31.91%)
A little (beginner)	12 (26.09%)	14 (29.79%)
Never used it	2 (4.35%)	2 (4.26%)

The findings on this aspect reveal the level of familiarity the user have with the most popular word processing software. Highest percent of 39.13% research scholars and 34.04% P. G. students stated that they are very advance familiar with micro soft word. 30.43% research scholars and 31.91% P. G. Students found to be somewhat familiar with the use of the software.

### 6.5.2 USE OF INTERNET

The present study also aimed at knowing about the extent of use of Internet by the users in addition to their use of computers. In order to know how many of them are using the

Internet, pertinent data has been gathered and presented in the following table.

**Table 6: Use of Internet**

Response	Research Scholars	P. G. Students
Yes	41 (89.13%)	39 (82.98%)
No	5 (10.87%)	8 (17.02%)

The responses from the users on the use of Internet reveal that highest percent research scholars (89.13%) and P. G. Students (82.98%) are found to be familiar with Internet.

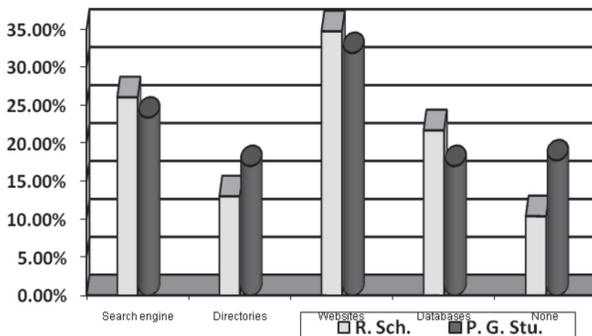
### 6.5.3 USE OF WEB TOOLS AND RESOURCES

Number of search and retrieval tools and resources are available on world wide web to facilitate easy access and retrieval of required information from web in order to access the extent of use of these tools by students data has been gather in this table .

**Table 7: Use of Web Tools & resources**

Web tools	Research Scholars	P. G. Students
Search engines	12 (26.09%)	11 (23.40%)
Directories	6 (13.04%)	8 (17.02%)
Websites	16 (34.78%)	15 (31.91%)
Databases	10 (21.74%)	8 (17.02%)
None	2 (4.35%)	5 (10.64%)

Among various resources and tools available on web, highest percentage of users i.e. (34.78%) research scholars and (31.91%) P.G. students access different websites on web. 26.09% of research scholar and 23.40% P.G. students are found to be using search engines.



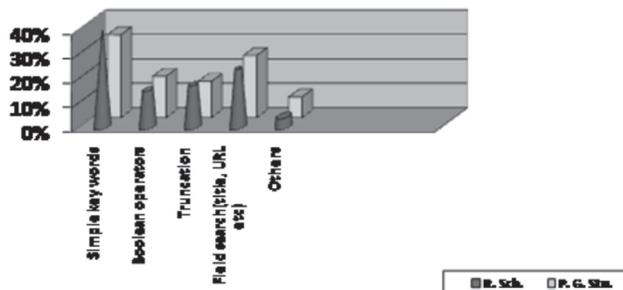
### 6.6 SEARCH TECHNIQUES

The information on Internet can be searched using various search strategies and techniques. Different search techniques are developed for improving the quality of retrieval process. Search techniques include keyword search, use of Boolean operators, truncation field search etc. Users’ responses on the use of search techniques are analyzed and presented in the following table.

**Table 8: various search techniques and strategies**

Search techniques and strategies	Research Scholars	P. G. Students
Simple key words	18 (39.13%)	16 (34.04%)
Boolean operators (AND, OR, NOT)	7 (15.22%)	8 (17.02%)
Truncation	8 (17.39%)	7 (14.89%)
Field search (title, URL etc)	11 (23.91%)	12 (25.53%)
Others	2 (4.35%)	4 (8.51%)

It may be observed from the above table that majority of the users i.e. research scholars (39.13%) and P.G. students (34.04%) are using simple keyword search for searching and retrieving information from a database. 23.91% research scholars and 25.53% P.G. students are applying field search techniques. Truncation techniques used by research scholars 17.39% and P.G. students 14.89% and Boolean operators were used by only research scholars (15.22%) and P.G. students (17.02%) respectively.



### 6.7 FAMILIARITY WITH COPYRIGHT

**Table 9: Familiarity with Copyright**

Response	Research Scholars	P.G. Students
Yes	37 (80.43%)	35 (74.46%)
No	9 (19.57%)	12 (25.53%)

It may be noticed from the above table that majority of users i.e. research scholars (80.43%) and P. G. Students (74.46%) stated that they know about copy right and copy right infringement.

## 6.8 KNOWLEDGE ABOUT FAIR USE AND PLAGIARISM

**Table 10: Knowledge about 'fair Use' and 'plagiarism'**

Response	Research Scholars	P. G. Students
Presenting the work of others as own is plagiarism	10 (21.74%)	11 (23.40%)
Copying or rewording the content written by others and using it without citing the source is plagiarism	14 (30.43%)	12 (25.53%)
Reproducing the work for criticism and comment, giving credit to the author is fair use	8 (17.39%)	10 (21.28%)
Using the content for teaching, scholarship and research and citing the source is fair use	9 (19.57%)	8 (17.02%)
Using Audio/Video or pictures from the net without giving credits to the creator is plagiarism	5 (10.87%)	6 (12.77%)

The responses from the table above show that around 13% to 31% of the users are aware of the concept of the terms, 'fair use' and 'plagiarism'.

## 6.9 SIGNIFICANCE OF INFORMATION LITERACY FOR USERS

Majority of users i.e. research scholars (80.43%) and P. G. Students (74.46%) agreed that learning more about information literacy is important for them.

**Table 11: Significance of IL skills for users**

Response	Research Scholars	P.G. Students
Yes	37 (80.43%)	35 (74.47%)
No	9 (19.57%)	12 (25.53%)

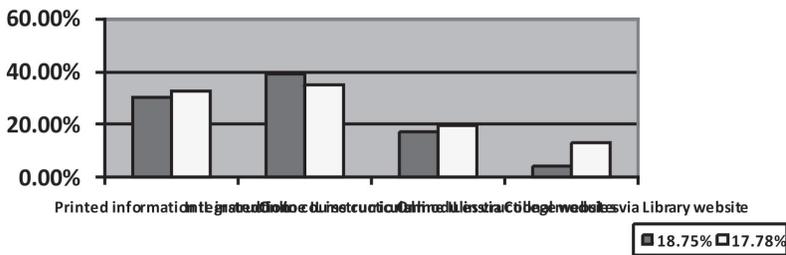
## 6.10 PREFERRED MODEL OF IMPARTING INFORMATION LITERACY PROGRAMMES

Among various modes of IL instruction, majority of the users i.e. (39.13%) research scholars and 34.78% P. G. Students suggested for IL instruction that has been integrated into course curriculum. In addition to this, 30.43% of research scholars and 32.60% P. G. Students also preferred to have printed information literacy instructions. 17.39%

Research scholars and 9.15% P. G. Students preferred to have online IL instruction via college website.

**Table 12: Preferred Mode of imparting Information Literacy programmes**

Preferred model of imparting ILP	Research Scholars	P. G. Students
Printed information Literacy instructions	14 (30.43%)	15 (32.60%)
Integrated into course curriculum	18 (39.13%)	16 (34.78%)
Online IL instructional modules via College/institute websites	8 (17.39%)	9 (19.15%)
Online IL instructional modules via Library website	6 (13.04%)	7 (14.89%)



### 6.11 AREAS TO BE COVERED IN INFORMATION LITERACY PROGRAMMES

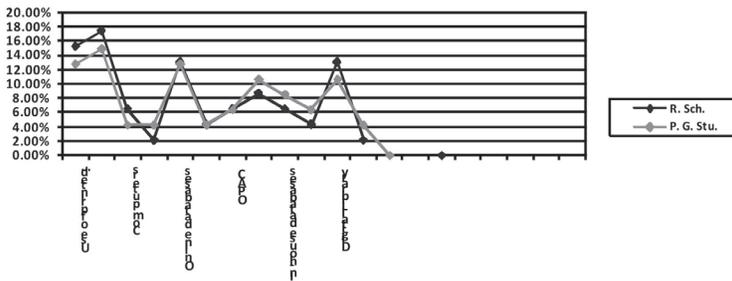
The users were also asked to suggest different areas and topics where they think they need guidance and training through IL programs. Different areas suggested by the users are analysed and presented in the following table.

**Table 13: Suggested areas where Information Literacy Programmes are required**

Suggested areas	Research Scholars	P. G. Students
Use of printed sources (Library Classification & Cataloguing)	7 (15.22%)	6 (12.77%)
Use of electronic sources	8 (17.39%)	7 (14.89%)
Computers	3 (6.52%)	2 (4.26%)
Specific Application sources	1(2.17%)	2 (4.26%)
Online Databases	6 (13.04%)	6 (12.77%)
E-mail	2 (4.35%)	2 (4.26%)
OPAC	3 (6.52%)	3 (6.38%)
Institutional Repositories	4 (8.70%)	5 (10.64%)

Suggested areas	Research Scholars	P. G. Students
In-house Databases	3 (6.52%)	4 (8.51%)
CD-ROM Databases	2 (4.35%)	3 (6.38%)
Digital Library	6 (13.04%)	5 (10.64%)
Any other	1 (2.17%)	2 (4.26%)

Among the areas identified by users where they need training, Electronic resources occupied 1st place with 17.39% by Research scholars and 14.89% by P. G. Students opting for training on it. It is followed by printed resources (15.22%) research scholars and 12.77% P. G. students, use of Online database 13.04% research scholars and 12.77% P. G. Students, use Digital Library 13.04% research scholars and 10.64% P. G. students, use of Institutional Repository 8.70% of research scholars and 10.64% of P. G. Students, and use of In-house databases 6.52% of research scholars and 8.51% of P. G. Students.



## 7. FINDINGS:

- Most of the research scholars and post graduate students are visiting the library daily.
- Majority of the users are visiting the library for accessing E-resources followed by consulting reference books.
- The users have understanding about various parts of the book and their importance.
- Most of the users believe that user education/ orientation programmes offered by the library would enable the users in searching and referring the needed books and information with ease.
- Most of the users are familiar with the use of computers.
- Users have familiarity with micro soft word processing software.
- Majority of the users are using the information available on World Wide Web for various purposes.
- Most of the users have awareness about copy right and copy right infringement.
- Majority of users agree that information literacy is important for them.
- It is clear that among various modes of Information Literacy instruction, majority of the users suggest for IL instruction that has been integrated into course curriculum.

- Considerable numbers of users in both the categories are aware of the concept of the terms fair use and plagiarism.
- The areas identified by users where they need training are electronic resources, printed resources, use of online database, use of Digital Library and use of Institutional Repository.

## **8. CONCLUSION:**

This study strongly indicates that Information Literacy Programmes (ILP) is required for exploring the available electronic sources of information for various purposes. Since majority of the libraries are hybrid libraries; the library user is expected to have basic skills and knowledge about word processing software, computers and Internet. Information available in e-format such as e-books, e-journals, CD-ROM and other databases need to be brought to the notice of the users and they need to be made trained in making use of such a vital information. Only when the gap between information seeking and information literacy is closed will Information Literacy provide theoretically rich and transformative framework necessary for LIS professional to articulate their instructional mission in the current information trend.

## **9. SUGGESTIONS:**

- Among various modes of imparting the Information Literacy instruction, a suggestion for integration of IL instruction in regular courses is made.
- There is a need of proper guidance, training and assistance, including training on the use of the Internet, followed by computer training, use of print and electronic sources, and databases.
- The training be provided on searching techniques about the benefits of using Boolean operators and truncation techniques while searching the online sources.
- User education/orientation programmes by the library are conducted on regular basis.
- The workshops on fair use and plagiarism needs to be organised.
- User education and Library orientation programmes should be held regularly to utilize the library facility to the maximum.

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