
**Information Needs and Seeking Behaviour of Young Adults in Kwara State
Library Board**

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Abstract

Information Needs and Seeking behaviour of Young Adults in Kwara State Library Board (KSLB) were examined using Kwara State Library as the resources they use in meeting their Information Needs, how frequently they make use of the Library, the challenges they face and the likely solutions. The population of the study is mainly young adults who registered and used KSLB. The total number as at the time of Data collection was 352, and Purposive Sampling was used to select 60 regular library users as a sample. The instrument for data collection was a questionnaire. The results from the study revealed that young adults in KSLB have different information needs. The greatest information needs of young adults using Kwara State Library Board are Textbooks and Newspapers as the resources most consulted by young adults in the library. Average young adults in KSLB neither use the library daily nor weekly. The study recommended that the management of KSLB should endeavour to put current and relevant information materials in the library to increase library patronage.

Keywords: *Information needs, information seeking behavior, young adults, Kwara State Library Board*

Introduction

Information is an important tool used in the realisation of any objective goal of the library. It is an important factor in any library because they are needed by users. Every Library user needs information of increasing variety and diversity of levels, frequencies, volume and with ease. Thomas Wilson (2000), who was one of the earlier pioneers of information behaviour described information-seeking behaviour “as the totality of human behaviour concerning sources and channels of information, including both active and passive information seeking, and information use”, (Wilson 2000). Pettigrew, Fidel, and Bruce (2001) further expanded the scope of the definition as “the study of how people need, seek, give and use information in different contexts, including the workplace and everyday living”. The generalized definitions as pointed out by Allen (2011) encompassed the active seeking and purposeful retrieval of information, as well as the passive exposure or chance encountering of information.

Therefore, information needs stem from a vague awareness of something missing and culminates in locating information that contributes to understanding and meaning Library Patrons seek information because they need information resources to survive in all sectors of life (Ajiboye & Tella, 2007, Fiankor & Adams, 2004, Fatima & Ahmad, 2008). Information retrieval systems accessed over the Internet are now globally used for providing access to information (Bates, 2012). Its effectiveness for information retrieval has extended its use beyond general-purpose systems to domain-specific systems within an organization or industry including traditional online retrieval systems (Jansen, 2006). Finding information on these systems is usually done through a search. In other words, one needs to search for information using available retrieval systems. This led to “information seeking” in which the behaviour varies from one person to another. Information seeking is described as the conscious effort to acquire information in response to a need or gap in knowledge (Casey, Calvert, French, & Lewis (2008). Case et. al (2012) further explain that the information seeking behaviour of individuals is different at different times for different purposes.

Information plays a significant role in our daily professional and personal lives and we are constantly challenged to take charge of the information that we need for work, fun and everyday decisions and tasks (Bruce, 2005). It deals with behaviour and actions exhibited by human beings in their search for information to satisfy diverse information needs (Abubakar, 2010). Information seeking behaviour therefore is the purposive seeking for information by individuals as a consequence of a need to satisfy goals (Kakai et al., 2004; Wilson, 2008; Mustaffa et al., 2012). The concept of “information behaviour” was coined in the late 1990s, but it traces its roots to the concept of “information needs and uses” that arose in the 1960s (Khan & Shafique, 2011). In the course of seeking, the individual may interact with annual information systems such as a journal or a library, or with computer-based systems such as the World Wide Web (Kari, 2004). Bajpai et al. (2009) enumerate several advantages of e-resources over the print media. These include multi-access, speed, functionality, content, international reach, unlimited capabilities, reduced cost, convenience, searchability and linking.

Statement of the problem

Information is a valuable resource in this current age of information where acquiring and using information are critical activities, especially among young adults. This corroborates the assertion of Ruthven and Kelly (2011) that the process of information seeking is becoming more fundamental and strategic when dealing with young adults. There is a need to cater to the information needs of young adults to grow them to become library ambassadors. At the same time, managing and controlling the way these young adults seek information in abundance these and other reasons make this study focus on information needs and information seeking behaviour of young adults in Kwara State Library Board.

Objectives of the Study

The objectives of this study are as follows:

- i. evaluate the needs of young adults that make use of Kwara State Library Board;
- ii. know how young adults seek information in Kwara State library board;
- iii. determine the resources used in providing for information needs of young Adults at Kwara State Library Board; and
- iv. know the frequency of library visits of young adults in the Kwara State Library Board.
- v. Challenges faced by young adults using the KwaraStateLibrary board

Research Questions

- viii. What are the information needs of young adults using the Kwara State Library Board?
- ix. How do young adults seek information in the Kwara State Library Board?
- x. What are the resources used in providing information services to young adults using the Kwara State Library Board?
- xi. How frequently do young adults visit Kwara State Library Board?
- xii. What are the challenges faced by young adults using the KwaraState Library board?

Methodology

For this study, a descriptive survey design was adopted. The population for the study comprises selected young adults registered users of Kwara State Library Board. The total number of registered users in the Kwara State Library board is 352. Purposive Sampling Techniques were used to select 60 regular users of the library. A self-designed questionnaire was adopted as an instrument for the study. Items on the Questionnaire are closed-ended questions. The questionnaire consists of two sections (A&B), section A consists of respondent's demographic characteristics such as gender, educational status, and age. Section B consists of sub-sections of items relating to information needs and seeking behaviour of young adults in the Kwara State Library Board.

Presentation of the findings This chapter entails the analysis of the data gathered from the respondents concerning "Information needs and seeking behaviour of young adult in Kwara State Library Board (KSLB)". The data gathered were collected through the administration of a face-to-face questionnaire for registered young adults in the Library Board. Sixty (60) copies of the

questionnaires were administered to the respondents out of which fifty-six (56) copies were returned resulting in a 93.3% return rate.

Demographic Characteristics of the Respondents

Data collected were based on gender, age, and educational qualifications from fifty-six (56) respondents out of sixty questionnaires administered. The following shows the analysis of data and discussion of findings.

Table 1: Demographic Characteristics of Respondents

Demographics		Frequency	Perc. (%)
Gender	Male	26	46.4
	Female	30	53.6
Age	16yrs - 20yrs	9	16.1
	21yrs - 25yrs	33	58.9
	26yrs - 30yrs	14	25.0
	Basic Education	2	3.6
Educational Qualification	Secondary Education	10	17.9
	Tertiary Education	44	78.6
	Tertiary Education	44	78.6

Table 1. Shows 26(46%) of the respondents are Male while 30(53.6%) are Female. In terms of Age bracket, 9(16.1%) are between 21-25years; and 14(24.0%) of them are between 26-30years. Their educational qualification ranges from Basic to Tertiary Education 2(3.6%) of them have Basic Education, 10(17.9%) have Secondary Education and 44(78.6%) have Tertiary Education. These demographics show that the majority of registered young Adults at the library board are educated. It is expected that their information need will be high.

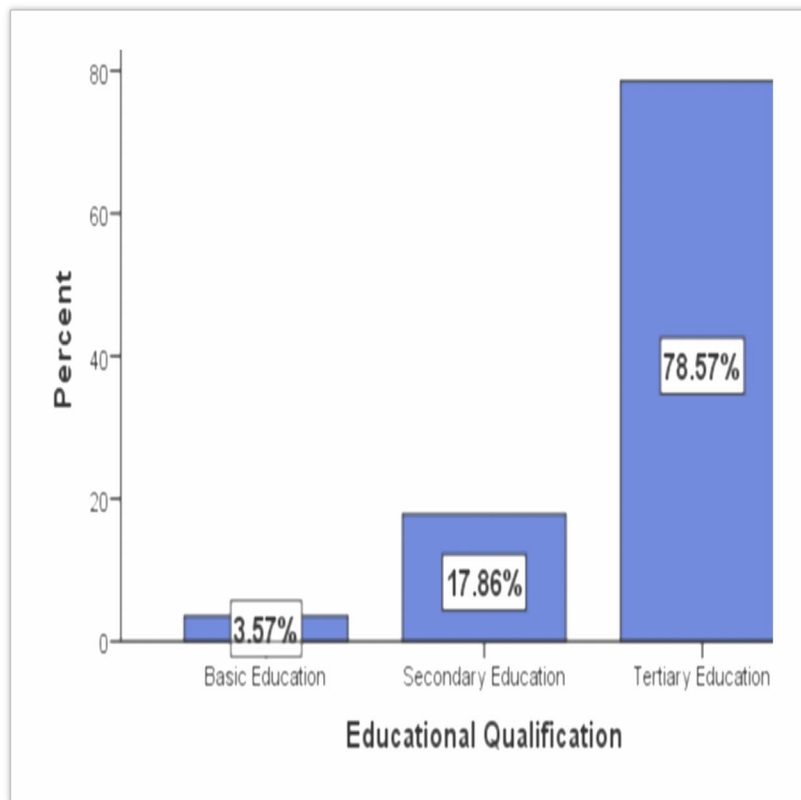


Figure: Bar Chart Showing Educational Qualification of Young Adults

Figure 4.1 also shows a Bar Chart representing their educational qualification.

The Bar Chart above depicts the educational qualifications of the young adults in Kwara State. Demographic analysis showed that 78.57% pursued their academic career up to the tertiary level level (Colleges of Education, Polytechnics, Schools of Nursing, Universities, etc). 17.86% were educated up to the secondary school level while 3.7% had basic qualifications. The implication, however, is that there would need for information needs and seeking behaviour among the educated population up to the tertiary level.

Information Needs of Young Adults Using KSLB

This section revealed the analysis of data collected on the information needs of young adults in the areas of information needs for developing literacy skills, career guidance, health matters, education and training sports, government policies, plans and young adults entertainment.

Table 2: Information Needs of Young Adults using KSLB

Statements	D	SD	N	A	SA	Mean
1. I need information to develop my literacy skills for learning and expression	3 (5.4.8%)	7 (12.5%)	4 (7.1%)	34 (60.7%)	8 (14.3%)	3.66
2. I need information on career guidance	1 (1.8%)	5 (8.9%)	2 (3.6%)	32 (57.1%)	16 (28.6%)	4.02
3. I need information on health-related matters	1 (1.8%)	2 (3.6%)	1 (1.8%)	13 (23.2%)	39 (69.%)	4.55
4. I need information on education and training	4 (7.1%)	2 (3.6%)	6 (10.7%)	15 (26.8%)	29 (51.8%)	4.13
5. I need information on games and sports	3 (5.4%)	4 (7.1%)	2 (3.6%)	13 (23.2%)	34 (60.7%)	4.27
6. I need information on Govt. policies and plans	8 (14.3%)	5 (8.9%)	2 (3.6%)	25 (44.6%)	16 (28.6%)	3.64
7. I need information on entertainment	1 (1.8%)	2 (3.6%)	9 (16.1%)	18 (32.1%)	26 (46.4%)	4.18

D=Disagree; SD=Strongly Disagree; N=Neutral; A=Agree; SA=Strongly Agree

Table 2 shows the information needs of Young Adults in the Library Board. The Mean rankings show the level of agreement of respondents to the statements on their information needs. Those who need information to develop their literacy skills for learning and expression have a mean value of 4.55; those who need information for career guidance have a mean value of 4.02; those who need health information-related matters have a 3.66 Mean value; needs related to education and training have mean value of 4.13; those that need information on games have 4.27 mean value; those that need information on Government policies and plans have 3.64 as mean values while 4.18 mean value is for those that need information on entertainment. These results show that young adults need all the specified information but their greatest needs are on health-related issues and literacy skills respectively.

Method of Seeking Information by Young Adults in KSLB

Table 3 below shows the analysis of methods and techniques of information needs and seeking behaviour of the young adults in Kwara State Library Board. These methods and techniques vary according to the respondent's type of information needs.

Table 3: Method of Seeking Information by Young Adults in KSLB

	D	SD	N	A	SA	Mean
1. Discuss with my fellow library users	5 (8.9%)	4 (7.1%)	5 (8.9%)	23 (41.1%)	19 (33.9%)	3.84
2. Ask people who are experts in the field	7 (12.5%)	9 (16.1%)	4 (7.1%)	21 (37.5%)	15 (26.8%)	3.50
3. Search the library collection	7 (12.5%)	10 (17.9%)	5 (8.9%)	13 (23.2%)	21 (37.5%)	3.55
4. Search on the internet	2 (3.6%)	1 (1.8%)	5 (8.9%)	21 (37.5%)	27 (48.2%)	4.25
5. I consult the librarians when in need of information	3 (5.4%)	2 (3.6%)	3 (5.4%)	22 (39.3%)	26 (46.4%)	4.18

D=Disagree; SD=Strongly Disagree; N=Neutral; A=Agree; SA=Strongly Agree

Different methods used by young adults in seeking information are shown in Table 3. Young adults who use discussion with fellow library users as a method of seeking information have a 3.84 mean; those who ask experts have a 3.50 mean value; those who search library collection have a 3.55 mean; those using the internet to search have a 4.25 mean value while those who consult librarians when in need of information have 4.18 mean value. These findings show that young adults use different methods for seeking information but their greatest method of information is through a search on the Internet.

Resources Used by Young Adults for Seeking Information in KSLB

The resources used by young adults for seeking information in the KSLB as revealed in data collected shows radio, television, textbooks, ask librarians, newspapers, reference sources, and - Journals.

Table 4: Resources used by Young Adults in KSLB

Resources	D	SD	N	A	SA	Mean
1. Radio	15 (26.8%)	17 (30.4%)	10 (17.9%)	10 (17.9%)	4 (7.1%)	2.48
2. Television	4 (7.1%)	23 (41.1%)	7 (12.5%)	6 (10.7%)	16 (28.6%)	3.13
3. Textbook	1 (1.8%)	1 (1.8%)	1 (1.8%)	23 (41.1%)	30 (53.6%)	4.43
4. Ask librarians	10 (17.9%)	17 (30.4%)	5 (8.9%)	10 (17.9%)	14 (25.0%)	3.02
5. Newspaper	4 (7.1%)	0 (0.0%)	2 (3.6%)	21 (37.5%)	29 (51.8%)	4.27
6. Reference resources	10 (17.9%)	17 (30.4%)	5 (8.9%)	12 (21.4%)	12 (21.4%)	2.98
7. E-journals	14 (25.0%)	21 (37.5%)	3 (5.4%)	11 (19.6%)	7 (12.5%)	2.57

D=Disagree; SD=Strongly Disagree; N=Neutral; A=Agree; SA=Strongly Agree

Resources used by respondents in seeking information are shown in Table 4.4. Those who use Radio have a mean rank of 2.48, while those who use Television have a mean value of 3.13; Textbook users have a 4.43 Mean Value; those who Ask Librarians have a 3.02 mean value; those using Newspapers have a 4.27 mean value while those using reference resources for their information needs have 2.98 Mean and 2.57 Mean value for those using E-journals. These data show that the use of Radio, Television, Ask Librarian, Reference sources, and E-journals for information resources is low among the respondents while the commonest resources they use are Textbooks and Newspapers. The rate at which these young adults make use of the Library is shown in Table 5.

Library Usage by Young Adults in KSLB

The usage of the library by the young adults in KSLB was found to be on a daily, weekly, fortnightly, and monthly basis as shown in Table 5.

Table 4.5: Frequency of Library Usage by Young Adults in KSLB

	Frequency	Percent
Daily	12	21.4
Weekly	16	28.6
Fortnightly	10	17.9
Monthly	18	32.1
Total	56	100.0

Table 5 shows the frequency of library usage by the respondents surveyed. It was gathered that 12(21.4%) use the library Daily; 16(28.6%) of them use it weekly; 10(17.9%) use it

fortnightly; while 18(32.1%) of them use it Fortnightly. These results show that an average of young adults in KSLB do not use the library daily or weekly.

Challenges Associated with Information Needs and Seeking Behaviour of Young Adults in KSLB

Challenges faced by young adults in searching and seeking information revolve around irrelevant materials, lack of awareness, erratic power supply, language barrier, and power infrastructure.

Table 6: Challenges Associated with Information Needs and Seeking Behaviour of Young Adults in KSLB

	D	SD	N	A	SA	Mean
1. Irrelevant material	3 (5.4%)	2 (3.6%)	0 (0.0%)	17 (30.4%)	34 (60.7%)	4.38
2. Lack of awareness	5 (8.9%)	3 (5.4%)	3 (5.4%)	21 (37.5%)	24 (42.9%)	4.00
3. Instability of management	10 (17.9%)	3 (5.4%)	7 (12.5%)	18 (32.1%)	18 (32.1%)	3.55
4. Erratic power supply	8 (14.3%)	6 (10.7%)	4 (7.1%)	6 (10.7%)	32 (57.1%)	3.86
5. Library proximity	7 (12.5%)	3 (5.4%)	10 (17.9%)	26 (46.4%)	10 (17.9%)	3.52
6. Language barrier	7 (12.5%)	8 (14.3%)	9 (16.1%)	11 (19.6%)	21 (37.5%)	3.55
7. Poor infrastructure	5 (8.9%)	6 (10.7%)	3 (5.4%)	15 (26.8%)	27 (48.2%)	3.95
8. The uncooperative attitude of librarians	9 (16.1%)	7 (12.5%)	0 (0.0%)	15 (26.8%)	25 (44.6%)	3.71
9. Ignorance of where to obtain material	8 (14.3%)	7 (12.5%)	5 (8.9%)	14 (25.0%)	22 (39.3%)	3.63

D=Disagree; SD=Strongly Disagree; N=Neutral; A=Agree; SA=Strongly A

There are many challenges faced by young adults in information seeking as shown in Table 6. The challenges faced are irrelevant materials (Mean=4.38); Lack of awareness ((Mean=4.00); instability of management (Mean=3.55); erratic power supply (Mean=3.86); library proximity (Mean=3.52); language barrier (Mean=3.55); poor infrastructure (Mean=3.95); uncooperative attitude of librarians (Mean=3.71); and ignorance of where to obtain materials ((Mean=3.63). Of all the indicated challenges, the problem of irrelevant materials and lack of awareness are the two greatest challenges.

Solutions to Challenges Faced By Young Adults While Seeking Information in KSLB

The study found it worthy of finding solutions to the challenges faced by young adults while seeking information in KSLB in the areas of materials, power supply, infrastructure, language and library orientation.

Table 7: Suggested Solutions for the Challenges Faced in KSLB

	D	SD	N	A	SA	Mean
1. Provision of relevant materials	2 (3.6%)	1 (1.8%)	2 (3.6%)	12 (21.4%)	39 (69.6%)	4.52
2. Creation of awareness	3 (5.4%)	2 (3.6%)	2 (3.6%)	19 (33.9%)	30 (53.6%)	4.27
3. Stability of management	2 (3.6%)	2 (3.6%)	4 (7.1%)	22 (39.3%)	26 (46.4%)	4.21
4. Stable power supply	2 (3.6%)	1 (1.8%)	4 (7.1%)	15 (26.8%)	34 (60.7%)	4.39
5. Mobile libraries should be created	2 (3.6%)	0 (0.0%)	4 (7.1%)	20 (35.7%)	30 (53.6%)	4.36
6. Usage of international language	1 (1.8%)	0 (0.0%)	6 (10.7%)	22 (39.3%)	27 (48.2%)	4.32
7. Provision of good infrastructure	1 (1.8%)	0 (0.0%)	2 (3.6%)	19 (33.9%)	34 (60.7%)	4.52
8. Librarians should have an accommodating attitude	1 (1.8%)	0 (0.0%)	2 (3.6%)	22 (39.3%)	31 (55.4%)	4.46
9. Young adults should be given proper orientation on where to obtain material	0 (0.0%)	0 (0.0%)	3 (5.4%)	16 (28.6%)	37 (66.1%)	4.61

D=Disagree; SD=Strongly Disagree; N=Neutral; A=Agree; SA=Strongly Agree

None of the respondents suggested other solutions concerning the indicated challenges faced by young adults in KSLB, various suggestions were made by the respondents as shown in Table 7. All their suggestions have very high mean rankings which means that the suggestions will go a long way in taking care of the challenges faced. The suggested solutions are the provision of relevant materials ((Mean=4.52); Creation of awareness (Mean=4.27; stability of management (Mean=4.21); stable of power supply (Mean=4.39); creation of mobile library (Mean=4.36); usage of international languages (Mean=4.32); provision of good infrastructure (Mean=4.52); accommodating attitude of librarian (Mean=4.46); and proper orientation on where to obtain information materials (Mean=4.61).

Discussion of Findings

Young adults using Kwara State Library Board (KSLB) have numerous information needs and it was gathered that many of the young adults using the library need information relating to health, education, skill acquisition, games, sports, government policies and plans, as well as information

on entertainment. The greatest of all the information needs of these young adults is information related to health (Table 2). It therefore means that KSLB has related information in its collection and young adults have a preference for it. The finding is similar to one of the findings of Bopape, Dikotla and Mahlatjithe (2017) who found that most respondents (young adults) viewed information on health matters, educational programmes, and career guidance as very important. Searching through the internet is one of the major ways used in seeking information needs by young adults in using KSLB. Many of them prefer searching through the internet to asking the librarian as a method of seeking information (Table 3). It shows that they may not easily locate information resources in the library if the need arises because they do not like asking librarians.

However, their preference for the Internet corroborates the assertion (Bates, 2012) that Information retrieval systems accessed over the Internet are now globally used for providing access to information. Apart from these, most of them (young adults) use Textbooks and Newspaper each time they come to the library board (Table 4). It is not surprising because almost large numbers of these young adults are educated and they may want to use textbooks for further learning and skill acquisition while they may also use newspapers for the sake of knowing the latest trend about news relating to their areas of interest like fashion, entertainment, sports, and politics, among others. Meanwhile, more than half of them neither use the library daily or weekly (Table 5). With the quest for knowledge by young adults using KSLB through various means, it was gathered that they faced some challenges in the process of seeking information needs.

These challenges include irrelevant materials, Lack of awareness, instability of management, erratic power supply, library proximity, language barrier, poor infrastructure, the uncooperative attitude of librarians, and ignorance of where to obtain materials. Meanwhile, they faced problems of irrelevant materials and lack of awareness problems more than other challenges (Table 6). The issue of irrelevant materials indicated by young adults implies that the library does not consider the demographics of these young adults (in terms of education) before selecting the materials thereby making the materials irrelevant to young adult users. This means that the library is not following Evans and Saponaro (2012) who recommended that demographic data are essential for formulating an effective library collection development programme and further that such information helps to identify the population distribution changes and trends that will affect library service needs especially in rural areas. The nature of the challenges faced made almost all the young adults surveyed suggest a unanimous solution to the challenges. The young adults suggested the provision of relevant materials, Creation of awareness, stability of management, stable of power supply, creation of the mobile library, usage of international languages, provision of good infrastructure, [accommodating attitude of librarian, and proper orientation for them on where to obtain information materials (Table 7).

Conclusion

Young adults in Kwara state have a quest for knowledge and their quest for knowledge is a result of their level of education. This is because only a few of them do not have tertiary education qualifications. Seeking behaviour is not bad because many of them make use of internet search as one of the ways to seek information which happens to be the latest way of seeking information

very fast in this present millennium information age. Catering to the needs of young adults using KSLB will go a long way in changing the literacy level of the Ilorin metropolis because some of these young adults may end up imparting the knowledge gathered through library usage.

Recommendations

Based on the gaps identified in the findings of this study, the following recommendations are proffered:

- i. Young adults using the Kwara State Library Board should try as much as possible to increase their low level of library usage because the increase in library usage may imply an increase in knowledge.
- ii. The attitude of young adults not asking librarians in KSLB when in need of information should be discouraged. They may depend on other means but the importance of asking a librarian for information needs can never be overemphasized because they know where any information may be found in the library. These librarians may even use their wealth of knowledge to refer them to other libraries or other information resources outside KSLB if the resources are lacking in the library.
- iii. The management of KSLB should endeavour to put current and relevant information materials in the library to increase library patronage
- iv. The problem of power outages and bad infrastructure in the library should be looked into by the management of the library.
- v. Staff in the library should be trained on how they can be hospitable to users. This will go a long way in making the young adults using the library see the library staff as being approachable in times of need.
- vi. The needs assessment should be carried out by the management of KSLB before selecting materials for young adults to eradicate the issue of irrelevant materials to young adult users.

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