AN INVESTIGATION ON THE INFORMATION NEEDS AND SEEKING BEHAVIOUR OF THE KWA-DLANGEZWA HIGH SCHOOL LEARNERS

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PRESENTATION OUTLINE

- Background of the study
- Literature review
- Aim and objectives of the study
- Methodology
- Availability of school library
- Study major findings
- Conclusion & recommendation's
The study discus about learners strategies when seeking for information, information sources available and those not available in the school, their information seeking abilities when visiting the library, and the challenges encountered when seeking information.
CONTEXTUAL SETTING

- The study was carried out at the Kwa-Dlangezwa High School, situated in Vulindlela community next to the University of Zululand (also known as Unizulu).

- **Problem statement**

The unawareness of information needs and where to find reliable sources, limit learners’ ability to seek information that is relevant to their studies.
LITERATURE REVIEW

- Pupils visit school libraries for variety of reasons, such as for educational and entertainment purposes (Shandu, 2014).
- Learners encounter challenges during their information seeking.
- Vandalized, scarce and stolen library materials identified as major limitations (Shandu, 2014).
- Poor guidance and failure in identifying the right subjects in electronic sources, limit pupils to fulfil their information needs (Chung and Neuman 2007).
- School library is there to support the schools learning and teaching and is the main source information Fayose in (Uche and Chinaka 2011).
- Outdated information sources, unqualified librarians, and restricted library hours are major challenges in school libraries, (Uche & Chinaka 2011).
AIM AND OBJECTIVES

- **Aim of the study**
  The study, intended to examine the information needs and seeking behaviour of Kwa-Dlangezwa High School pupils.

- **Study Objectives**
  - Investigate the information needs of the learners in the school.
  - Establish the information sources and services available in the school.
  - Determine the sources and channels used by learners for seeking information.
  - Determine learners’ ability to search for information using electronic sources.
  - To establish the availability of a school library and, if available, the utilisation of the library sources.
  - Investigate the challenges encountered by Kwa-Dlangezwa High School learners when seeking for information.
METHODOLOGY

• Survey - Mixed method
• Population: 928 learners; 1 librarian
• Sample: 54 learners; 1 librarian
• Convenience and purposive sampling used
• Interview and questionnaire used
• 100% response rate
• Data presented using narratives, graphs and charts

❖ Challenges:
  • Was not easy to enter the school premises
  • Fieldwork conducted in the evening
  • Financing the study
## INFORMATION SOURCES USED TO SATISFY INFORMATION NEEDS

<table>
<thead>
<tr>
<th>Sources</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teachers</td>
<td>53*</td>
<td>99</td>
</tr>
<tr>
<td>Cell phones</td>
<td>52*</td>
<td>96</td>
</tr>
<tr>
<td>Friend</td>
<td>50*</td>
<td>93</td>
</tr>
<tr>
<td>Radio</td>
<td>45</td>
<td>83</td>
</tr>
<tr>
<td>School library</td>
<td>35</td>
<td>64</td>
</tr>
<tr>
<td>Family</td>
<td>38</td>
<td>68</td>
</tr>
<tr>
<td>Public library</td>
<td>25</td>
<td>46</td>
</tr>
<tr>
<td>Television</td>
<td>23</td>
<td>42</td>
</tr>
<tr>
<td>Community elders/leaders</td>
<td>16</td>
<td>30</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
### RESULTS - FORMAT PREFERRED

<table>
<thead>
<tr>
<th>Format preferred</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printed</td>
<td>53*</td>
<td>98</td>
</tr>
<tr>
<td>Electronic</td>
<td>50*</td>
<td>93</td>
</tr>
<tr>
<td>Oral</td>
<td>37</td>
<td>69</td>
</tr>
<tr>
<td>Visual</td>
<td>24</td>
<td>45</td>
</tr>
<tr>
<td>Sign language</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other specify</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
RESULTS - REASONS FOR PREFERING THESE FORMAT/S

- **Printed:**
  - I don’t like other formats; I am used to it (45; 93%)
  - Because I can keep it for myself (36; 75%).
  - Because it is very easy to use them (26; 54%)

- **Oral:**
  - Because I love to talk to people that’s why I prefer it (23; 47%).

- **Electronic:**
  - Unlike printed sources the electronic one contain many kinds of information sources (45; 93%)
  - It provide me with a variety of information and it’s easy to save it (38; 79%)
  - I understand it better because I am an IT student (35; 72%)
  - Because I can put the keywords in what I want to know and the whole information is displayed (28; 58%)
  - I don’t like other sources (16; 33%)

- **Visual:**
  - I don’t forget visual information (36; 75%)
  - Because it is easy to see things not only by reading (15; 31%)
### RESULTS: PURPOSES FOR WHICH INFORMATION IS NEEDED

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>To find school work</td>
<td>54</td>
<td>100</td>
</tr>
<tr>
<td>To find information on fashion and beauty issues</td>
<td>53</td>
<td>99</td>
</tr>
<tr>
<td>To find cultural information</td>
<td>50</td>
<td>96</td>
</tr>
<tr>
<td>To update my general knowledge</td>
<td>49</td>
<td>91</td>
</tr>
<tr>
<td>To read/ learn about sport</td>
<td>45</td>
<td>83</td>
</tr>
<tr>
<td>To find entertainment information</td>
<td>36</td>
<td>66</td>
</tr>
<tr>
<td>For school leadership participation</td>
<td>26</td>
<td>48</td>
</tr>
<tr>
<td>To address health issues</td>
<td>18</td>
<td>33</td>
</tr>
<tr>
<td>To be aware of the latest news in the world</td>
<td>38</td>
<td>70</td>
</tr>
<tr>
<td>To learn about social issues in our country</td>
<td>48</td>
<td>88</td>
</tr>
<tr>
<td>Other (specific)</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
RESULTS – FAMILIARITY WITH SCHOOL LIBRARY

- Yes, 18
- No, 25
- No response, 11
RESULTS - ACTION TAKEN IF INFORMATION IS HARD TO FIND

- Consult teachers (43; 100%).
- Ask from elders or others in higher grades (28; 65%).
- I give up/stop looking for it because it’s difficult (14; 32%)
- I use my own thinking (3; 6%)
RESULTS - AVAILABILITY OF A SCHOOL LIBRARY

School library

- Yes
- No

0%
100%
SCHOOL LIBRARY IMAGES CONT...
RESULTS - ABILITY OF LIBRARY TO SATISFY INFORMATION NEEDS

❖ NO
   • No, because it is used by teachers and some staff members for meeting purposes (50; 93%)
   • No, because they don’t allow us to use it (48; 88%)*
   • No, because it does not provide good information sources (38; 70%)
   • No, because it does not provide us with sources related to our subjects such as criminology (43; 79%)*

❖ Yes
   • Yes, because if I need to access the school library I just contact the teacher librarian (8; 14%)
   • Yes, because we have a lot of school work to do we use the school library to update our general knowledge (16; 29%)
   • Yes, because it provides us with old books to teach us about our history (4; 7%)*
<table>
<thead>
<tr>
<th>Problems experienced</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>The library is not open at times that I can use it</td>
<td>52</td>
<td>96</td>
</tr>
<tr>
<td>Fail to select what is relevant for me</td>
<td>46</td>
<td>86</td>
</tr>
<tr>
<td>Don’t know how to start looking for information</td>
<td>44</td>
<td>82</td>
</tr>
<tr>
<td>Don’t know where to find information</td>
<td>32</td>
<td>61</td>
</tr>
<tr>
<td>There are not enough materials on the topic I search for</td>
<td>50</td>
<td>92</td>
</tr>
<tr>
<td>I am scared to use the library</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>There are not enough tables and chairs inside the library to do my work</td>
<td>26</td>
<td>49</td>
</tr>
<tr>
<td>No response</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
RESULTS – ROLE OF TEACHER-LIBRARIAN/TEACHERS TO OVERCOME CHALLENGES

- No role because we don’t have a school librarian to help us in finding information (33; 71%)

- They motivate us to come to the library and to respect its rules (17; 36%)

- The teacher taught us how to use the computer in the physical lab (12; 26%)

- They teach us how to find information relevant for us (6; 13%)

- They help by searching for information we are looking for and it come clear for me to understand it better (3; 6%)
CONCLUSIONS

- School library is failing to satisfy learners information needs and lack of e-resources.
- It is clear that, these still a lot that needs to be done to improve the situation of the school library, since it’s their main source of information, especially for them being in boarding school.
The researcher suggests the following recommendations:

- The government must provide the school with information resources needed by the learners.
- The library must be available to all pupils and if not, they must be allowed to visit or to use other means to find information, such as to use public libraries and their cell phones within the school premises.
- Learners must be familiarised with using electronic sources. That can be done by the hiring individuals to teach them.
- There must be additional school librarians.
- The school management must seek for information donors, so that their learners information needs can be fulfilled.
- Since nowadays everything is going technologically, the must be computer laboratories in the school.
THANK YOU!!
NDIYABULELA!!
FOR LISTENING!!