INFORMATION SEEKING AND USE AMONG MUSEUM PROFESSIONALS

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NATIONAL MUSEUM

Establish - 1963
ISLAMIC ARTS MUSEUM

Establish - 1998
ISLAMIC ARTS MUSEUM
OBJECTIVES OF STUDY

This study aims towards achieving the following objectives:

1. To identify the information seeking patterns among museum professionals.
2. To identify the information sources used by museum professionals
3. To investigate the way museum professionals evaluate information for their work.
4. To identify the problems that museum professionals encounter in meeting their information needs.
a) Questionnaire – 95 Respondents

b) Interview – 5 Participants
POSITION OF RESPONDENTS

a. Curator of Exhibition
b. Curator of Collection
c. Curator of Education
d. Development Officers
e. Conservation Officers
<table>
<thead>
<tr>
<th>ORGANIZATION</th>
<th>F</th>
<th>(%) n=75</th>
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</thead>
<tbody>
<tr>
<td>National Museum</td>
<td>32</td>
<td>42.7%</td>
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<tr>
<td>Islamic Arts Museum Malaysia</td>
<td>43</td>
<td>57.3%</td>
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<tr>
<td>Total</td>
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<td>100%</td>
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<table>
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<th>GENDER</th>
<th>F</th>
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<tr>
<td>Male</td>
<td>27</td>
<td>36%</td>
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<tr>
<td>Female</td>
<td>48</td>
<td>64%</td>
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<tr>
<td>Total</td>
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<tr>
<th>AGE</th>
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<tr>
<td>Under 25</td>
<td>2</td>
<td>2.7%</td>
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<tr>
<td>25-30</td>
<td>28</td>
<td>37.3%</td>
</tr>
<tr>
<td>31-40</td>
<td>34</td>
<td>45.3%</td>
</tr>
<tr>
<td>41-50</td>
<td>9</td>
<td>12%</td>
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<tr>
<td>51-60</td>
<td>2</td>
<td>2.7%</td>
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<tr>
<td>Total</td>
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<td>100%</td>
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<tr>
<th>QUALIFICATION</th>
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<tr>
<td>Diploma</td>
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<tr>
<td>Degree</td>
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<td>65.3%</td>
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<tr>
<td>Master</td>
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<td>28%</td>
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<tr>
<td>Total</td>
<td>75</td>
<td>100%</td>
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<th>WORKING EXPERIENCE IN YEAR</th>
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<tr>
<td>1 - 5</td>
<td>26</td>
<td>34.7%</td>
</tr>
<tr>
<td>6 - 10</td>
<td>23</td>
<td>30.7%</td>
</tr>
<tr>
<td>11 - 20</td>
<td>15</td>
<td>20%</td>
</tr>
<tr>
<td>20 - &gt;</td>
<td>11</td>
<td>14.7%</td>
</tr>
<tr>
<td>Total</td>
<td>75</td>
<td>100%</td>
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Table 4.1: Demographic Profile of Respondents
FINDINGS

Preference of Information Resources

1. Printed – 53.33%
2. Electronic – 46.7%

All 5 participants of the interview prefer print resources.
Time Spend on Seeking

SURVEY

- 1 – 5 hours (8%)
- 6 – 10 hours (46.67%)
- 11 – 20 hours (24%)
- 20 hours > (21.33%)

INTERVIEW

- 3 participants – 6 hours >
- 1 participant – 10 hours >
- 1 Participant – < 5 hours
Search Terms

SURVEY
• Keywords – 68%
• Subject – 58%
• Browsing – 29.33%
• Phrase – 12%
• Boolean – 4%

INTERVIEW
• 4 of 5 participants prefer Keywords Search
INFORMATION SOURCES USED BY MUSEUM PROFESSIONALS

- Books (100%)
- Internet (100%)
- Discussion with colleagues (46.7%)
- Consult with knowledgeable person (33.33%)
- Newspaper (32%)
- Review Articles (25.3%)
- Consult Supervisor (14.67%)
- Personal Collection (14.67%)
- Library Catalogue (9.3%)
- Databases (8%)
- Abstracting Journals (6.67%)
- Dissertation / Thesis (5.3%)
- Conference Proceeding (4%)
- Discussion with librarian (1.33%)

All 5 interview participants also recognized books & internet as their main source of information.
IDENIFY AND LOCATE RELEVANT INFORMATION

1. Browse electronic journals (92%)
2. Browse print journals (84%)
3. Browse relevant Internet Site (77.33%)
4. Reference from peers (74.67%)
5. Browse the library catalogue (73.33%)
6. Search bibliographic of relevant articles (42.67%)
7. Refer to books and periodicals in your collection (42.67%)
8. Browse the stacks at the library (29.33%)
9. Contact Expert (10.67%)
10. Personal Note (6.67%)
EVALUATE THE SOURCES

1. Authority of the sources (100%)
2. Sources being used many times (60%)
3. General knowledge / previous experience (36%)
4. Check with other colleagues (30.67%)
5. Recommendations from colleagues (29.33%)
6. Compare with other sources (25.33%)
1. Discussion with team group (74.67%)
2. As the process goes on (61.3%)
3. Before starting searching (52%)
4. Discussion with supervisor (32%)
5. Time Frame (24%)
### ORGANIZING ELECTRONIC RESOURCES
- Read it on screen (100%)
- Save a copy to the hard drive (52%)
- Print a copy (41.33%)
- E-mail a copy to myself (33.33%)
- Save a copy to a portable medium (13.33%)
- Personal Note (1.33%)

### ORGANIZING PRINTED RESOURCES
- Photocopy the article (60%)
- Scan and save copy to hard drive (38.66%)
- Bookmark the article (22.66%)
- Personal Note (10.6%)
- Scan and save a copy to a portable medium (8%)
- Print (1.33%)
**PROBLEMS & SOLUTIONS**

**PROBLEMS IN SEEKING INFORMATION**
- Material not available (81.3%)
- Information scattered in too many sources (66.7%)
- Cannot access to the right sources (36%)
- Use wrong keyword for searching (32%)
- Lack of time (32%)
- Incomplete information materials (32%)
- Information is too vast (25.3%)
- Archive material not available (18.67%)
- Restricted Site (6.67%)
- Do not know how to use catalogue (4%)

**SOLUTIONS**
- Using multiple keyword for searching for electronic sources (12.69%)
- Refer to printed material (12.69%)
- Keep on searching (11.11%)
- Ask friend / colleagues (7.94%)
- Ask Librarian (7.94%)
- Using library OPAC (7.94%)
- Search thru internet (7.94%)
- Contact original author (6.35%)
- Refer Personal Notes (4.67%)
Thank You