INFORMATION SEEKING AND USE AMONG MUSEUM PROFESSIONALS

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NATIONAL MUSEUM

Establish - 1963

NATIONAL MUSEUM

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.

SURVEY INSTRUMENTS

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**

ORGANIZATION		F	(%) *n=75*
National Museum		32	42.7%
Islamic Arts Museum Malaysia		*43*	*57.3%*
Total		**75**	**100%**
		F	(%) *n=75*
GENDER	Male	27	36%
	Female	*48*	*64%*
	Total	75	100%
AGE	Under 25	2	2.7%
	25-30	28	37.3%
	31-40	34	45.3%
	41-50	9	12%
	51-60	2	2.7%
	Total	75	100%
QUALIFICATION	Diploma	5	6.7%
	Degree	49	65.3%
	Master	21	28%
	Total	75	100%
WORKING EXPRERIENCE IN YEAR	1 - 5	26	34.7%
	6 - 10	23	30.7%
	11 - 20	15	20%
	20 - >	11	14.7%
	Total	75	100%

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.

IDENTIFY 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%)

TYPE AND AMOUNT INFORMATION NEEDED

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	ORGANIZING PRINTED RESOURCES
⦿ **Read it on screen (100%)**	⦿ **Photocopy the article (60%)**
⦿ **Save a copy to the hard drive (52%)**	⦿ **Scan and save copy to hard drive (38.66%)**
⦿ **Print a copy (41.33%)**	⦿ **Bookmark the article (22.66%)**
⦿ **E-mail a copy to myself (33.33%)**	⦿ **Personal Note (10.6%)**
⦿ **Save a copy to a portable medium (13.33%)**	⦿ **Scan and save a copy to a portable medium (8%)**
⦿ **Personal Note (1.33%)**	⦿ **Print (1.33%)**

PROBLEMS & SOLUTIONS

PROBLEMS IN SEEKING INFORMATION

- Material not available (81.3%)
- Information scatted 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