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Thai immigrants’ information seeking behaviour and perception of the public library’s role during the settlement process

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Abstract

Purpose – The purpose of this paper is to investigate how Thai immigrants who relocated to Auckland, New Zealand, looked for and found the information they needed during their settlement process.

Design/methodology/approach – The study used a qualitative methodology through semi-structured interviews with open-ended questions that were conducted with nine Thai immigrants living in the greater Auckland region. Mwarigha’s three stages of settlement and Dervin’s Sense-Making Methodology were used as theoretical frameworks for understanding the information-seeking behaviour of the Thai immigrants and their information needs and associated barriers to accessing information at different stages of the settlement process.

Findings – The information needs of Thai immigrants in Auckland were diverse based on the stage of each participant’s settlement process. The main information needs of the participants were for employment, English language-learning, housing, health and making connections. Their main information sources during settlement were family, friends and the internet. The participants saw Auckland Libraries as a useful source but did not take full benefit of the library’s services. The main barriers in accessing services were English language incompetence, lack of resources available in the Thai language, lack of time and library staff behaviour.

Research limitations/implications – The results of this study will provide library and information professionals with new insights into Thai immigrants’ information-seeking behaviour and their information needs, which may contribute to providing immigrants with the information tools they need to improve the quality of their lives in New Zealand. As this study is limited to Thai immigrants in Auckland only, there is a need to conduct a study on the information needs and seeking behaviour of Thai immigrants in other locales. It may be of interest to researchers to conduct a quantitative study of a larger sample to further generalise the findings.

Originality/value – There is minimal research that specifically investigates the information needs, sources and barriers to information experienced by immigrants throughout the settlement process. This study is unique in that it focuses on a specific ethnic community of Thais. The findings of this study can be a stepping stone towards further research to gain a deeper
understanding of Thai and other immigrants’ information needs, sources, barriers and their perceptions towards public libraries.

**Keywords** Information services, Public libraries, New Zealand, Information sources, Information seeking behaviour, Thai immigrants

**Paper type** Research paper

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### 1. Introduction

New Zealand, like other immigrant-friendly countries, has seen a continuous increase in its immigrant population over the past decade. Since the changes in New Zealand’s immigration policy in the late 1980s, the Asian population has grown dramatically (Ho et al., 2000).

The Asian population has now become the fastest-growing group in New Zealand, with an increase of 117,159 people from 354,549 in 2006 to 471,708 in 2013 (Statistics New Zealand, 2013). Among the Asian immigrants, Thai people are one of the most rapidly increasing ethnic groups, with an estimated 8,919 now living in New Zealand (Statistics New Zealand, 2014). Thai immigrants began arriving in New Zealand in the 1950s and were primarily Colombo Plan students. The next large wave of Thai immigrants, who were mostly short-term visitors, occurred in the early 2000s. The extension of visa-waiver privileges for short-term visitors from Thailand in 1987, which was suspended in 2000, greatly transformed the flow of Thai immigrants into the country. Auckland is one of the top destinations for Thai immigrants to New Zealand. In 2001, about 80 per cent of Thai immigrants settled in the North Island, with over half of them choosing to live in Auckland because of “its warmer climate and greater employment opportunities” (Chhun, 2012).

Even though many organisations make an effort to make immigrants feel welcome and provide information to help them adapt to life in New Zealand, immigrants still face difficulties with accessing information to help them settle. Studies have revealed that barriers such as language problems, emotional stress adapting to the new environment and lack of social networks stop immigrants from accessing public services (Caidi et al., 2010; Allen et al., 2004; Mason and Lamain, 2007).

The issue of immigrants needing to overcome barriers to accessing information is directly related to the mission and performance of public libraries. A key role of public libraries is to support communities as an information centre, which have a responsibility to support life-long learning and to improve people’s quality of life by providing information and knowledge (Koontz and Gubbin, 2010).

According to Auckland Libraries’ (2013, p. 2) business plan 2013-2014, the purpose of Auckland Libraries is to “connect the diverse communities and people of Auckland with the world of information and ideas, providing opportunities for growth and enjoyment through inspiration, innovation and creativity”. Therefore, Auckland Libraries should be playing an important role in helping immigrants, including those from Thailand, to access settlement information.

In this study, we aimed to find out the information needs, as well as the sources and barriers to settlement information, experienced by Thai immigrants living in Auckland. The research also explored how these Thai immigrants perceive the role of the public library in meeting their settlement information needs. The paper was based on the
premise that it is important to give a voice to Thai immigrants to express the situations they encounter when seeking information to adjust to life in New Zealand.

1.1 Objectives of the study
The objectives of the study included the following:

• to identify the settlement information needs of Thai immigrants;
• to determine the information sources used by Thai immigrants in seeking settlement information;
• to explore the role of Auckland Libraries in helping Thai immigrants to resolve their information needs when integrating into New Zealand; and
• to identify the main barriers and facilitators Thai immigrants encounter in meeting their information needs during the settlement process.

2. Literature review
The literature review is organised according to the following themes:

• information needs of immigrants;
• information sources used by immigrants;
• barriers to meeting the information needs; and
• the role of public libraries in meeting information needs of immigrants.

This literature review provided a foundation for the study to follow.

2.1 Information needs of immigrants
To provide relevant information, service providers must understand how immigrants make sense of the information they need to settle in their new countries (Caidi, 2008; Machet and Govender, 2012). According to Caidi (2008):

[...] understanding immigrants’ information practices – their needs, the barriers they face, and the ways in which they access and absorb information- is crucial to our capacity to successfully provide settlement-related information to immigrants (p. 1).

Researchers have taken a range of approaches to studying the information needs of immigrants in the settlement process. Shoham and Strauss (2008), for example, in their study of families of new immigrants to Israel from North America, focused on their information needs related to the settlement process in general. These researchers divided the information needs into two types:

1. general needs, such as how the medical and banking systems work; and
2. personal needs, such as starting up a business, and for special education.

In the New Zealand context, Mason and Lamain (2007) found that when immigrants arrive in the country, they need information on employment, settlement and finance. And, Machet and Govender (2012) studied the information behaviour of recent Chinese immigrants in Auckland and identified their information needs as educational, English language and employment.
2.2 Information sources used by immigrants

A large number of researchers, both overseas and in New Zealand, have studied the information sources used by immigrants. Researchers such as Fisher et al. (2004) and Silvio (2006) found that interpersonal sources, such as family and friends, are the primary sources for immigrants when seeking information. Fisher et al. (2004) discovered that migrant Hispanic farmworkers in the Pacific Northwest rely on their network because of ease of use, ease of communication, reliability and trustworthiness. As Caidi et al. (2010) pointed out, many new immigrants do not have large social networks and, therefore, they rely heavily on information either from their family and friends or from the media.

There are a variety of organisations such as public libraries, churches and workplaces that have also been identified as significant information sources for immigrants (Fisher et al., 2004; Silvio, 2006). Silvio (2006) found that literate immigrant southern Sudanese youths in Canada used the public library as a formal source to find information.

Meanwhile, the vast amount of information available on the internet has had a great influence on the way people seek information. Mason and Lamain (2007) found that before coming to New Zealand, immigrants used the internet as the main source of information. Likewise, in a study in Australia, Khoir et al. (2014) indicated that a high percentage (87.5 per cent) of Asian immigrants used the internet for seeking information.

2.3 Barriers to meeting the information needs
2.3.1 Language and communication issues. There is widespread agreement that language barriers present a major problem for immigrants from non-English-speaking countries. In a study prepared for the New Zealand Immigration Service in 2000, Ho et al. identified English proficiency as a key factor in the successful settlement of new immigrants. They pointed out that the lack of English language skills makes it difficult for immigrants with non-English-speaking backgrounds to make vital connections in their communities and to access the local information system.

Intiaz (2000) conducted a study to explore public library use by Indian immigrants in Palmerston North, New Zealand. The study showed that although Indian people are fluent in English, the use of “Kiwi terms and body language were considered to create a barrier for better communication” (2000, p. 42).

2.3.2 Cultural difference issues. Several studies demonstrated that cultural difference hinders immigrants when accessing essential services. In their study of Hmong refugee access to health care in the USA, Allen et al. (2004) concluded that Hmong people have different health beliefs and avoid accessing services from people who would be considered outsiders.

Banks (2000) used the concept of “the small world” from Pendleton and Chatman (1998) as a theoretical framework to explore ways in which immigrants seek information. The theory maintained that people from an ethnic group tend to stay together and share their information. Banks’ study revealed that Asian and Pacific immigrants who are not fluent in English are more likely to seek information from people of their own culture rather than from established organisations.

2.3.3 Role of public library and immigrants. There is considerable research exploring topics on what role public libraries play in the lives of immigrants, and what the immigrants’ experiences and perceptions of public libraries are.
In New Zealand, Banks (2000) found that Asian and Pacific immigrants in Wellington were generally comfortable using public libraries. They considered public libraries to be one of their valuable sources. Similarly, Wang (2011) examined the role that Auckland Libraries play in the lives of Chinese immigrants. Wang’s study indicated that Auckland Libraries assisted Chinese immigrants to integrate into New Zealand.

A number of studies also identified concerns related to the issue of underutilisation of public libraries by immigrants, particularly ethnic minorities, who are less likely to use libraries. Imtiaz (2000) found that Indian immigrants in New Zealand were unaware of library services. Imtiaz’s finding demonstrated that immigrants have had different library experiences in their home country, which may influence their attitude towards the use of libraries in their new country.

2.4 Summary
The literature showed that immigrants’ information needs are diverse and extensive. Although public libraries were seen as a place for providing access to information, immigrants still have difficulties in using public libraries. The issue of immigrants facing barriers to access information had direct impacts on the mission and performance of public libraries. It is essential for public libraries to understand how immigrants seek information and what their information needs are, including the barriers they face to accessing information for them to adjust to life in a new country. The intention of this study is to be a stepping stone towards a better understanding of how Thai immigrants seek information to adjust to life in New Zealand.

3. Theoretical framework
To understand the information-seeking behaviour of Thai immigrants, including their information needs and the barriers they faced at different stages of the settlement process, we were guided by two theoretical frameworks:

(1) Mwarigha’s (2002) three stages of settlement; and

3.1 Mwarigha’s three stages of settlement
Mwarigha (2002, pp. 9-10) identified three stages in the settlement of immigrants, which are related to their needs for services. These three stages and their associated needs are:

• Stage 1 “Immediate”: Newcomers need information on essential elements such as where to find food, clothing and shelter. They face language problems and do not know where to find information.

• Stage 2 “Intermediate”: Immigrants require access to various programmes and services such as employment, health services, legal services and housing to integrate into the new country.

• Stage 3 “Long term”: Immigrants strive to feel that they belong and can contribute to the society in which they live. The information needs are more diverse and individualised, such as economic, political, cultural and social information.

As Caidi et al. (2008) noted, Mwarigha’s framework does not impose timelines on the process of settlement. It is flexible and dynamic. They also mentioned that the strength
of this framework is “its use as a tool for understanding and addressing the varying activities – hence, barriers and needs – particular to each stage” (p. 11).

3.2 Dervin’s Sense-Making Methodology
Dervin et al. developed the Sense-Making Methodology to study how people make sense of their world and how they use information and other resources in the process (Dervin and Nilan, 1986, p. 20).

Dervin used the metaphor of situation-gap-use/help to form the basis of the sense-making methodology for studying information users and their needs. She described the information-seeking process as:

[…] the metaphor of human beings travelling through time-space, coming out of situations with history and partial instruction, arriving at new situations, facing gaps, building bridges across those gaps, evaluating outcomes and moving on (1998, p. 39).

The strength of Dervin’s Sense-Making Methodology is that it focuses on the individual in the information-seeking process. It provided a useful guideline to this study in looking into Thai immigrants’ information-seeking and to eliciting information about barriers Thai immigrants encounter while searching for information.

4. Research methodology
In this study, we used a qualitative research methodology to examine participants’ experiences of seeking information since their arrival in Auckland and the challenges they faced during settlement. Myers (1997) explained that qualitative research is suited to helping researchers understand people and the social and cultural context within which they live. It was the most appropriate method for this study because it allowed for an in-depth examination of participants’ experiences and opinions. We used a phenomenological approach to gain an understanding of experiences from the participants’ point of view. As defined by Creswell (2009, p. 13), “phenomenology is a research strategy of inquiry in which the researcher identifies the essence of human experiences about a phenomenon as described by participants”.

We used semi-structured face-to-face interviews as the data collection method. As the study aimed to gain insights into the experiences of Thai immigrants, semi-structured interviews allowed participants to disclose thoughts, feelings and their past experiences on the issue under study.

To gain a deeper understanding of the situation, and to probe the participants’ thoughts about their experiences, we asked open-ended questions, which were designed based on the research objectives, literature review and theoretical considerations.

We adapted Dervin’s Sense-Making Methodology to frame the design of the interviews, using her Micro-Moment Time-Line interview approach. This technique allowed us to gain an understanding of the situations Thai immigrants experienced and the barriers they encountered, and to identify facilitators that could help them overcome those barriers.

4.1 Population and sample
We used a purposive sample to recruit participants for this research project. According to Kerlinger (1986), purposive sampling allows a researcher to specify the characteristics of the population of interest and then locates individuals who match those characteristics.
The population of interest in this study included Thai adult immigrants to the greater Auckland region who were aged 18 years and older, born in Thailand, either able or unable to speak English, neither a visitor nor an international student and did not have a New Zealand partner. Participants were selected using maximum variation sampling to achieve a broad representation of length of stay in New Zealand, gender, educational level and occupation.

In a phenomenological study, a typical sample size is from 5 to 25 individuals, “all of whom have had direct experience with the phenomenon being studied” (Leedy and Ormrod, 2012, p. 145). The targeted minimum number of participants in this study was nine.

5. Limitations
This qualitative study focused on the experiences of nine Thai immigrants who relocated to Auckland. The sampling size for Thai immigrants was small and by no means represents the larger population of Thai immigrants. In addition, all of the interviews were conducted in the Thai language and were later translated to English. As a result, particular nuances in the original expression could have been lost during the translation process. Also, as this is a single case study based on one library system, Auckland Libraries, generalisations cannot be made.

6. Research findings
The presentation of the research findings is organised as follows: main settlement information needs of Thai immigrants, main information sources, reasons for attending or not attending Auckland Libraries, barriers to library use, facilitators encouraging the use of library services and Auckland Libraries’ role in helping Thai immigrants.

7. Main settlement information needs of Thai immigrants
The participants were asked to identify the types of information they needed in relation to their settlement in New Zealand. Several important information needs were identified.

Participants considered employment to be one of the major information needs. Those who were unemployed or who wanted to change jobs, needed information on job vacancies and how to apply for jobs. The participants who had low English proficiency reported the need for information on English language-learning services.

Participants who were concerned about their health needed information on how New Zealand’s health systems work, and how to find a family doctor who can speak the Thai language. Other participants were in the process of finding a new place to stay and wanted to find information on renting a room. Finally, participants expressed the need for information on how to connect with the Thai community, to make Thai friends and to socialise with them.

7.1 Main information sources used by Thai immigrants
The main information sources used by the participants fit into three groups. First, personal sources, such as family members, friends and colleagues, were the most important information source for the participants because of the closeness of the relationships and the similarity of experiences. It was also because participants were not proficient in English, so they tended to limit their information-seeking to personal sources. For example, one participant commented:
When I arrived here [New Zealand] I did not know anyone. When I had questions, I asked my colleagues because many of them were immigrants like me. They had previous experience. They went through the experience of living in New Zealand.

Second, media sources, such as the internet and the *Thai NZ* magazine (a free Thai magazine published in Auckland), were identified by participants. The internet was considered the most used media among those participants aged between 25 and 49 years. They frequently used the internet because it was “convenient”, “easy to access”, “time-saving”, “quick” and “available at any time”. The participants also used the *Thai NZ* magazine to look for employment opportunities and read about Thai community news.

Finally, organisations such as the Thai temple, government organisations and public libraries were also identified as essential information sources. The Thai temple is a place where the Thai Government passes on information to the Thai people in Auckland. For example, participants said that they used the Thai temple to get information about employment opportunities and news about Thailand from other Thai people visiting the temple.

### 7.2 Reasons for attending or not attending Auckland Libraries

The participants who were library users reported that they used libraries mainly for borrowing books, CDs and DVDs, and as a place for reading/studying.

The participants who did not use libraries regularly or at all were asked about their reasons for not visiting libraries. They mentioned lack of time as their main obstacle, and some were not interested in libraries.

### 7.3 Barriers to library use

The findings indicated that the participants encountered numerous barriers that prevented them from realising the full potential of library services and stopped them from using Auckland Libraries. First, a low English language proficiency level was identified for the participants accessing library services. It had an effect on their communication with the library staff and the resources they used. Their lack of English proficiency meant that they were uncomfortable about asking for help in the libraries or using library services. Second, participants commented that reading is not a leisure activity for many Thai people. They said that Thai people would prefer to engage in activities such as eating or watching television rather than in reading books. One participant commented on the lack of a reading culture among Thai people, saying:

Thai people do not like reading […] not too many Thai people are interested in going to a library. Only people who are students or well-educated are interested to go to a library.

Third, the lack of access to reading materials in the Thai language was mentioned as a significant barrier to the use of library services. Participants did not use the libraries often because the Thai language books were outdated and the collections were generally considered small in size. Fourth, participants reported that a major barrier to library usage was lack of time, the primary reason being work commitments. Fifth, all participants were unaware of the range of library services beyond books. Meanwhile, the participants who did not use libraries at all said they did not feel an interest in or a need for the library services. Finally, participants who attended Auckland Libraries
were pleased with library staff. They felt that the staff were very helpful and friendly. One participant, however, reported that she was not happy with the library staff because they had negative attitudes towards her and did not provide her with appropriate service.

7.4 Facilitators encouraging the use of library services
When participants were asked what they thought were the facilitators that encouraged them to use public libraries more extensively, two facilitators were identified. First, as many participants did not have adequate English language skills to make use of library services, they suggested that library staff who speak Thai would be a vital facilitator. Second, the participants who were library users mentioned that having up-to-date collections of Thai language materials on a variety of topics of interest to Thai immigrants would bring them back to the libraries.

7.5 Auckland Libraries’ role in helping Thai immigrants
Those participants with library experience indicated that Auckland Libraries played a role in assisting them to learn about their new life in New Zealand and to be integrated in society. For example, one participant said:

By observing others in a library, I could learn New Zealand’s lifestyles and customs [..] how they do things, how they behave. By doing that, I could apply what I learned to my own way of living.

Those participants with limited English said that Auckland Libraries helped them improve their English skills by using library materials. However, some participants believed that Auckland Libraries did not help them integrate into New Zealand society. They did not feel any need to use the library because they had access to other resources.

8. Discussion
The discussion is presented using Dervin’s Sense-Making metaphor “situation, gap, use/help”. These elements are discussed to organise the results of the analysis on how Thai immigrants make sense of their situations and to provide an in-depth overview of the information-seeking behaviour of Thai immigrants.

8.1 Situation
Participants were asked to talk about their lives, situation and challenges/struggles being immigrants in New Zealand. Due to a lack of English proficiency and limited support from family and friends, many participants experienced great difficulties in adjusting to their new country. Inadequate command of English was a major barrier facing immigrants. The limited English skills of participants made it difficult for them to acquire essential information and services to meet their needs, which made their settlement in New Zealand a challenging process.

Language barriers led to social isolation among immigrants and prevented them from being fully settled, which is similar to the findings of Mason and Lamain (2007). There are several studies which indicated that English proficiency is a fundamental means to achieve the successful settlement of immigrants (Allen et al., 2004; Mason and Lamain, 2007; Caidi et al., 2010).
8.2 Gap
For the participants in this study, the process of information-seeking began when they faced situations in which they did not have enough information to solve their settlement-related problems. Their situations led them to the need for information, as explained by Dervin (1992), who said that information need is a situation that arises from a gap or discontinuity in an individual’s knowledge.

Participants tended to need different information at different stages of their settlement. The settlement needs varied from one person to another, depending on the individual’s situation and factors such as age, education, motivation, linguistic abilities and length of residence. According to Mwarigha’s (2002) three stages of settlement, participants were more likely to be categorised in the immediate stage and intermediate stage. Participants who were at the immediate stage tended to need information on finding a place to stay, employment and making connections. Participants who were at the intermediate stage needed information on language training, finding a better job and health. It was interesting to find that some participants were having difficulty moving on from the immediate stage, struggling to adjust and cope with the situation due to the barriers they faced. As a result, they were having difficulty integrating into the New Zealand society.

8.3 Use/Help
The participants attempted to bridge the gaps by seeking and using information through a variety of information sources to help them cope with their problems.

8.3.1 Family and friends. The most popular method of seeking information for the participants was to ask other people who were nearby, such as family and friends. This finding supports Fisher et al. (2004), who found out that immigrants tended to seek information that was easily accessible, preferably from a personal source rather than from organisations.

This is also consistent with Shoham and Strauss’s (2008) study, which identified that family and friends had a potential for providing immigrants with information they needed to adjust to their new circumstances and providing a network that helped them find their sense of belonging.

8.3.2 The internet. The use of the internet was the most popular method of information-seeking among the young participants. The older participants were less likely to use the internet due to a lack of internet skills and tended to confine themselves to family and friends for obtaining information. Similarly, Machet and Govender (2012) found that elderly Chinese immigrants were inclined to use family, friends and church rather than the internet for their information needs.

Meanwhile, the young computer-literate participants used the internet to obtain information about living in New Zealand. Similarly, Khoir et al. (2014) found that Asian immigrants aged 25-35 in Australia used the internet as a starting point to search for general and formal information.

8.3.3 Thai temple. The Thai temple in Auckland was seen as an important source of information exchange for the participants. The temple served as a social centre where Thai people gathered to meet and seek help, as well as where the Thai Government provided service and legal information to Thai people in Auckland. Due to language barriers, participants tended to acquire information through the Thai temple rather than...
accessing the essential resources directly from formal information sources such as libraries and the government.

The Thai temple was also used to provide emotional support to immigrants who were stressed because they felt isolated and lonely in their new environment. This behaviour is consistent with Kim’s (2001) finding that Korean immigrants in Toronto sought support and social services from their churches to cope with acculturative stress.

8.3.4 Public libraries. Many participants believed that Auckland Libraries played an important role in helping them integrate into the new society. Some participants used library resources to learn English and learn about New Zealand. Similarly, another study conducted in New Zealand by Imtiaz (2000) found that Indian immigrants used library materials to learn about New Zealand history, culture and language. Some of the participants in our study used the library as a safe place for social interaction. This finding is consistent with Audunson et al. (2011), who ascertained that public libraries were seen as a place for consolation among immigrant women in Norway. The new immigrant women used libraries to cope with their emotional distress and frustrations.

9. Conclusions
This study was conducted to investigate the information needs and information-seeking behaviour of Thai immigrants in Auckland that relate to their settlement. We used a combination of two theoretical frameworks: Mwarigha’s three stages of settlement was used to describe immigrants’ information needs in terms of their stages of settlement, and Dervin’s Sense-Making Methodology was used as a framework to gain a preliminary understanding of Thai immigrants’ information-seeking behaviour.

The findings revealed that the settlement needs varied from one person to another based on the individual’s situation. Participants tended to need different information at different stages of their settlement. They were likely to be in the immediate and intermediate stages, as identified in Mwarigha’s three stages of settlement. Participants struggled with the English language, making friends and finding ways to adjust to the New Zealand environment. Some participants struggled to cope with the situation due to barriers they faced in the immediate stage. Because they were unable to move to the next stage of settlement, their settlement in and adaption to New Zealand was a challenging process. As participants were not proficient in the English language, they tended to seek information from family and friends instead of professional services.

The findings also revealed that public libraries were seen by some participants as significant information sources that they could use for their needs. They also expressed a willingness to participate in library activities and services. It clearly shows that public libraries have an opportunity to bridge the gap between needs and services to Thai immigrants.

It is hoped that the results of this study can provide information professionals with a better understanding of Thai immigrants’ information-seeking behaviour, so that information professionals can deliver efficient and effective services to assist immigrants with their settlement needs.
10. Further research

The findings of this study can be a stepping stone towards further research to gain a deeper understanding of Thai immigrants’ information needs and sources for settlement, the barriers and facilitators to those sources and the perceptions of Thai immigrants towards public libraries. The following are suggestions for future research that could be undertaken to look further into the findings and the issues raised in our study:

- The focus of this study was limited to the information needs and seeking behaviour of nine Thai immigrants based in Auckland. Therefore, its findings are not generalisable to all Thai immigrants in New Zealand. The situations and experiences of Thai immigrants living in other cities may be different. There is a need to conduct a study on the information needs and seeking behaviour of Thai immigrants in other locales. It may be of interest to researchers to conduct a quantitative study of a larger sample to further generalise the findings.

- This study has focused only on the perceptions of Thai immigrants about the role of the public library in meeting their information needs for settlement. There was no scope in this study to find out how librarians would respond to the views expressed by Thai immigrants. Therefore, researchers could conduct a study on the experiences of librarians working with Thai immigrants and their efforts at reaching out to Thai immigrants.

- This study did not differentiate and compare the information needs and seeking behaviour of Thai newcomers and longer-term immigrants. Therefore, researchers could do comparative studies on the information needs and information-seeking behaviour of Thai newcomers and longer-term immigrants.

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