CONTENTS

Acknowledgement i
Preface ii–iv
List of Tables v–vi
List of Figures vii
List of Abbreviations viii–ix

CHAPTER: I INTRODUCTION 1–16

1.1 Definition of User Education 3
1.2 Growth and Development of User Education 4
1.3 Objective of the Study 6
1.4 Scope of the Study 7
1.5 Hypothesis Adopted 8
1.6 Methodology 8
1.7 Review of Literature 9–13
1.7.1 Concepts and needs of User Education 10
1.7.2 User and User Needs 11
1.7.3 Information Technology and User Education 12
1.7.4 Management in Academic Libraries 13
1.7.5 Planning of User Education 13
1.8 Chapters 14–16
1.8.1 Introduction 14
1.8.2 User and Their Needs for Information 15
1.8.3 Dimensions of User Education 15
1.8.4 Information Technology and User Education 15
1.8.5 Strategic Management of Academic Libraries in Assam: an analysis 16

1.8.6 User and User Education in Assam: a survey report 16

1.8.7 Conclusion: Findings and Suggestions 16

CHAPTER: II USER AND THEIR NEEDS FOR INFORMATION 17-32

2.1 Information Need 20

2.1.1 Definition 21

2.2 Type of Need 25

2.2.1 Current Approach 25

2.2.2 Everyday Approach 26

2.2.3 Exhaustive Approach 26

2.2.4 Catching Up Approach 26

2.3 Identification of Information Need 29

CHAPTER: III DIMENSIONS OF USER EDUCATION 33-45

3.1 Need of User Education 33

3.2 Level of User Education 36

3.2.1 College Level 36

3.2.2 University Level 37

3.3 Planning of User Education 37

3.3.1 Planning at College and University Level 39

3.4 Tools for User Education Programme 42

3.5 Methods 43

3.5.1 Lecture 43

3.5.2 Guided Tour 44
3.5.3 Seminars and Demonstrations 44
3.5.4 Web pages and Computer Assisted Instruction 44
3.6 Components of User Education 45

CHAPTER: IV INFORMATION TECHNOLOGY AND USER EDUCATION 46-67

4.1 Concepts of Digital Library 49
4.2 Characteristics of Digital Library 51
4.3 Digital Collections in Academic Libraries 53
4.4 Storage Devices in Digital Form 58
4.5 Digital Library Services 61
4.6 Online User Education 64

CHAPTER: V STRATEGIC MANAGEMENT OF ACADEMIC LIBRARIES IN ASSAM: AN ANALYSIS 68-89

5.1 Strategic Management 69
5.2 Need of Strategic Management 70
5.3 Application of TQM in Libraries 72
5.4 Goals and Objectives of Academic Libraries 74
5.4.1 College Library 74
5.4.2 Educative Services of the College Libraries 76
5.4.3 University Library 77
5.5 Evaluation of Resources and Services 79
5.6 Library Budget 80
5.7 Collection Development and Evaluation 81
5.8 Library Services Provided by Academic Libraries of Assam 86
5.9 Strategic Management and User Education 88
CHAPTER: VI USER AND USER EDUCATION IN ASSAM: A SURVEY REPORT

6.1 Use of Library 93
6.2 Awareness of Library Techniques and Facilities 96
6.3 User Education Provided in Academic Libraries of Assam 103

CHAPTER: VII CONCLUSION: FINDINGS AND SUGGESTIONS

7.1 Findings 119
7.2 Suggestions 123

Bibliography 132-144
Annexure-I 145
Annexure-II (A) 146-147
Annexure-II (B) 148-152
Annexure-III 153-156