CHAPTER-II

REVIEW OF LITERATURE

In the present time, library becomes the chief centre of education. The aim of library is to provide suitable information to the readers. It has been observed that there is dissatisfaction among the readers simply due to less reading aids and not due facilities in the library. In fact, the deprived aids are very essential to make available in library.

Due to the science literature and its development, it has given rise to a new concept. This is called information explosion. Due to the present developed form of Indian Universities, tremendous development has been taking place in the case of scientists, research students, teachers etc. But the grants getting for the university libraries do not suffice to meet the needs of them. The reception of documents and suitable instructions and their availability makes mentally satisfied readers. Teachers and students are its gainers. Here, the success of libraries has been tried to be achieved along with its aims.

In advanced countries, the readers have been largely studied. In the world, we find the reference regarding to some countries.

Davis’ (1990) findings that attributes towards using the system shape system-usage behavior. Recognizing the importance of user satisfaction as a surrogate measure for its success, the measurement of user satisfaction was widely studied, and several measures and user satisfaction questionnaires were proposed. However, no single measure is widely accepted and no group of measures is used by all organizations. Most tools were developed
following a review of the existing literature and tested using interviews, surveys, or a combination of the two.¹

Igbaria and Nachman (1990), based on data from 104 end users in six large companies, examined the individual, organizational, and system factors affecting the success of end-user computing, as reflected in end-user satisfaction. Their key result was that the leadership style of information system managers was positively and significantly related to user satisfaction. They also found a positive relationship between user satisfaction and hardware/software accessibility and availability, and system utilization.²

Meera Baruah (1990) in her published article in International Library Movement journal entitled “A Comparative Study of The Readers Use of North Eastern University and Guwahati University Libraries”(1990) emphasized on the use of library material, library time, self management and specialized services in inter-library exchanges regarding teachers and researchers and also for students.³

Lawton (1990) pointed out an attempt to ascertain the requirements of the campus community in the area of library instruction. Specific user questionnaires were disseminated to faculty, library staff, and students. Results of these surveys provided guidelines for future instruction and programmes.⁴

Martin Lowell A. in his published article “User Studies and Library Planning, Library Trend”, (1990) studies the users of American libraries and the troubles faced by the users regarding the usage of libraries as well as their effect on their learning.⁵

Sethi (1990) used a questionnaire to study the information-seeking behavior of 256 social science faculty members in Indian universities. It was found that respondents preferred journals, “Information Needs and
Information-Seeking Behaviour of Faculty Members at the Islamia University of Bahawalpur,” Dr Rubina Bhatti. books, government documents, and reference sources for meeting their information needs.6

Gupta and Jambhekar (1991), in his article, after including student library in 1991, it had been observed, whether moral changes had taken place among the students or not. In this article a simple questionnaire was put forth for the users.7

Mallen, Marie Christine and Pitrat, Charlotte Marrie (1991), published his paper in “Documentalist”. In an article he attempted to understand the survey and purpose of the survey of need of users along with the criticism of mental, moral and social survey.8

Taylor (1991), on the other hand identified problems associated with availability and access to resources. According to the author, what a user actually needs may not tally with what is practically available, due to constraints either within the stock or due to the users’ own inability.9

Steenstrup, Hjel Resen presented the research paper “Boarding parish, A Local Investigation and its Library Perspective,” Bogens Vendon, (1992), in his article, stated that there was a questionnaire in the library in January 1991, regarding the use of library, and he conducted the survey of it and its result was given. There were replies of only 76 researchers out of 325 who had participated in the survey.10

Lopes (1992) has rightly pointed out that the setting up reference services and reference centers in libraries in developing countries must be considered as an increasingly important factor in the development of effective libraries and information systems in developing countries.11

Whitaker (1992) asks two basic questions: why do some people use libraries more than others, and why is using some libraries easier than
others? He indicates that the main factor affecting library use is familiarity with how the library, as a whole, can be optimally used. Users, who are more familiar with library and its facilities, can use them more easily.12

The information-seeking activities of 31 faculties at Stanford University were studied by Reneker (1992). Using a naturalistic approach and qualitative techniques for the data collection, mainly personal interviews, the study found a close relationship between knowledge of the information environment and the sources used.13

Mann (1993) notes that most students use a subject–disciplinary method in seeking for information which leads them to specific lists of resources on particular subjects. The author points out that while this method allows students and researchers to find more specific sources, it limits their knowledge of the fact that work of interest to their subject appears within the literature of many other disciplines which impinges on how much they get out of the library system.14

Batten W.E. published his article in “Aslib” (1993). He surveyed the users who used information services and the members who were attracted to these services.15

Mallaiah and Badami (1993) studied the use of services and facilities of Mangalore University Library, covering 60 scholars. The majority of the research scholars visited the library for borrowing books, consulting periodicals, and more than half complained about the non availability of current issues.16

Deshpande S.P. (1993); in his article, entitled “User Instructions in Effective Use of Library in Teaching Agricultural Education and Research” (1993) depicted how to follow the library information in agricultural university library by research students. He also added how we can satisfy users by
providing full library services which will maintain an identity of library as a
good contributor in university library services.\(^{17}\)

Hart (1993) reported faculty made about seven visits each semester to
the library and looked at how scholars in different disciplines vary in their use
of library resources. Some studies investigating the information-seeking
behavior of scholars and academics have examined the role of the library in
relation to other information providers.\(^{18}\)

Behrens (1993) defines user education as encompassing all types of
activities designed to teach users about library services, facilities and
organization, library resources, and search strategies. A survey of the
literature reveals the importance of user education in academic libraries. It is
believed that improving user's skills in exploiting library resources and
services can lead to greater use of the library.

Livington B.D. published his article in “I A S L I C Bulletin” (1994) in
which he told to find out evaluation of library services, reference services are
provided by Karnataka Agriculture University and reference services by user
survey.\(^{19}\)

Ford (1994) describes the situation in South Africa, Australia, and the
Netherlands, where information literacy has become part of the secondary
and tertiary curriculum, and the importance of information literacy to
development of individuals and societies.\(^{20}\)

A questionnaire survey conducted by Cannon (1994) at a large
Canadian university showed that the growth and improvement of a library-
use instruction programme depends upon gaining faculty support for desired
results. The study mainly aimed to determine needs and requirements of
students for library research instruction according to faculty and to get some
idea of faculty support for various solutions to meet those requirements.\(^{21}\)
Miller (1995) noted that agricultural distant learners found lack of access to library facilities to be an obstacle for the majority of the population surveyed. Some students live a significant distance from a major university, sites where courses are delivered, or a town of any size. Rural libraries are likely to have limited hours and nonacademic collections and access to the Internet is only a recent phenomenon.\textsuperscript{22}

Igbeka (1995), in a study, found out that agricultural research libraries and university libraries in Nigeria lack adequate resources for the researchers in agriculture. The strong relationship between user satisfaction with the resources and services of the research library and publications output creates the compelling need to embark on the present research in order to create an empirical basis for enhancing library effectiveness in research institutes and by inference, researchers’ publications output.\textsuperscript{23}

Stenley presented his article entitled “Information Service Vice-A-Vice Fisheries Extension, Presented it in the All India Seminar on Agriculture Library and Information Services,”(1995). In his article, he focused on reference service offered by the libraries related to the information level and highlighted on availability of inputs in agriculture sciences.\textsuperscript{24}

Talero and Gaudette (1995) carried out a study, growths and development in research activities of the developed world have largely been linked to the phenomenal developments in the application of IT to library operations. If the research institutes in Nigeria are not living up to expectation in terms of breakthroughs in research and publication for solution to societal developmental problems, the fault could be traced to the ineffectiveness of their libraries.\textsuperscript{25}

Evans, Charles published his article in “Library Trends”(1995) in his article he depicts the emergence of the library profession which is associated
with the planning process of society. This article also analyses the usage of library user views on society and library management area unfolded in 1995.26

Parasuraman, Zeithmal and Berry (1995) mentioned that service quality perceptions result from comparison of customer’s expectations against perceptions. Perceptions are reality which presents actual situation of organization services but may be influenced due to internal and external factors.27

Harbo Ole in his article, “Public Library-Denmark: A User Survey (1995) analyzes Dellis public library and population related research made by P.H. Khil and John Kastin and explains the period of usage of library and social surroundings for library user.28

Al-Shanbari and Meadows (1995) report that 36 percent of the academicians in Saudi universities were spending four hours per week on reading, whereas, almost three-quarters of the respondents were spending the same amount of time on communicating with their colleagues. The study concluded that scholars in developing countries prefer informal channels for acquiring the needed information because of inadequate and irrelevant library collections, lack of information infrastructures, ineffective library services, lack of money to use fee-based information services, inadequately trained and less co-operative library staff.29

Chopra, Hansraj presents his paper in conference of “Indian Library Association” (1996). This paper is related to the use of departmental library by faculty and researcher and also members of an user of the number of books per issuing survey.30

Gupta A., in his published article, entitled “Quantitative improvement on library services through users’ study, Indian Library Conference”(1996),
described how to meet the demands of library users by providing various kinds of services which is a matter of the purpose of library for its accomplishment.\textsuperscript{31}

Gericke (1996), user education refers to teaching the use of libraries and information sources. It includes instruction in the use of one or more reference sources as a part of reference transactions, library use presentations, and bibliographic instruction.\textsuperscript{32}

Ssendikadiwa (1996) made similar observation at Makerere University library. The author noted that although the catalogue was the most essential library tool in accessing library collections, it was the most avoided and least consulted by undergraduates.\textsuperscript{33}

Samimi, Mehrangeez presented the article entitled “Library Use and Academic Research in Iran in Science, Social Science and Humanities” Siraj, (1996), in his article, tried to know through questionnaire how far Iranian researcher use the equipment in the library and what is the relation between researcher and library?\textsuperscript{34}

Bali (1997) examined the collection development program in National Institute of Science Technology and Development Studies (NISTADS) library. The library collection development plan was being developed by resource sharing with outside libraries and making use of available information technology.\textsuperscript{35}

Sengupta and Zviran (1997) examined the use of the existing and widely-used user-satisfaction questionnaires in an outsourcing environment. Their conclusion was that these questionnaires are not suitable for use in such environments. They recommended the development of a comprehensive measure of user satisfaction in an outsourcing environment
that would lead to the construction of new tools for assessing the information system outsourcing environment.\textsuperscript{36}

Loorits & Dubjeva (1997) have reported the satisfaction of the users with reference services at Tartu University Library. The results of a user survey carried out in the framework of a Baltic-Swedish joint project at the library in spring 1995, and the statistical data gathered at the same time were analyzed by them. According to them, in autumn another survey was organized to gather statistical data to follow the dynamics of reference services.\textsuperscript{37}

Massey, Morris E. Presented his article in “Library Trends”\textsuperscript{(1997)}. This article is related to the market research and theory about which various journal techniques library of teaching are known.\textsuperscript{38}

Asqari and Haywood (1997) assessed the attitude of Edinburgh University medical students toward computers and found that 86 percent agreed that computer skills will be beneficial to them in their future career, and that 62 percent wanted a structured course in computer use.\textsuperscript{39}

Morrison (1997) discussed the results of an exploratory study using focus group methodology in information literacy research at Concordia University College of Alberta. It discussed the concept of information literacy and the role of the undergraduate library developing information literacy skills. Participants perceived information literacy as valuable, and agreed that the library plays an important role in developing the skill of locating information. Moreover, the Focus Group Method demonstrated potential for generating useful data in this field, particularly, hypotheses for further research.\textsuperscript{40}

Moore-Jansen (1997) discussed the results of a six-year study that sought the possible relationships between such variables as student
demographics, previous library background and library use experience, and subject interests and how these are related to student evaluation of library instruction for one anthropology course. Information was collected from students over a period of time and, with the data, the author searched for student’s factors that were statistically significant. The results revealed that the majority of students found library-use education useful and that demographics played little role in students attitude towards user education programmes. Librarians should, instead, focus on subject interest.\textsuperscript{41}

Parirokh (1997) looks at the role of university libraries as contributors to independent learning. The findings show a lack of awareness by both librarians and instructors of theories and teaching methods that promote independent learning skills as well as educational environments that do not stimulate independent learning.\textsuperscript{42}

Hernon and Altman (1998) found that “'Perceptions’ are the impressions formed when an individual encounters with the library” (p.9). If perceptions are not static, they may change depending on user’s experience moving up with positive experience and down with negative experience. The factors that form user’s perceptions were investigated.\textsuperscript{43}

Gelderman (1998) investigated the validity and the mutual relations of the two commonly used measures for the success of IS: usage and user satisfaction. The results of the study indicates that user satisfaction is significantly related to IS performance. The study provides empirical evidence for the popular assumption that user satisfaction is the most appropriate measure of IS success.\textsuperscript{44}

Kawatra (1998) undertook a study on attitudes of research scholars towards use of resources and services. A sample of 109 research scholar drawn from three universities of Rajasthan found that a majority of scholars
visit the library one to four times a week and scholars at all the three universities are not adequately involved in using the sources.\textsuperscript{45}

Kamanda (1999) in a study at the East African School of Library and Information Science Library, Makerere University, Uganda, observed that more than half of the students experience problems locating library information materials. He noted that the majority of them either located materials through browsing the shelves or sought assistance from library staff, but they did not make full use of the card catalogue.\textsuperscript{46}

Covi (1999) analyzed information seeking behaviour of academic researchers in the field of Molecular Biology, Literacy Theory, and Computer Science and their use of digital libraries. The result of the study indicated differences in the search strategies employed and the types of material selected among the researchers in the various academic disciplines.\textsuperscript{47}

Clarke (1999) reviews the development of user education within the context of arguments for and against it. Library orientation tours and different approaches to them are described, as well as the development of undergraduate and postgraduate programs of user education.\textsuperscript{48}

Joseph Issher and Wilson’s (1999) The analysis of the results of a questionnaire answered by Slovene primary and secondary school librarians is presented in the article. The purpose of the study was to determine if library user studies were being performed in our school libraries. It was confirmed that more studies had been conducted by school librarians with a completed higher level of education, by librarians with adequate (library and information sciences) education and also by the librarians participating in life-long learning in their professional field than by other librarians. An important factor influencing increased user studies was also librarians’ membership in the Slovene Librarian Professional Organization.\textsuperscript{49}
Sutter E. Published his paper entitled “Survey of User Of In Information Centre” (2000). He depicted the problems associated with teaching of the user. He also stated that this interview should be appropriate and effective to ask questions and how many users are chosen to interview and determine it and the result should be in percentage. If experts should help them, common sense must be high quality (Sutter, E. 2000).

Mahmood et al. (2000) focused their study on IS user satisfaction. Their research synthesized and validated the construct of IS user satisfaction using a meta-analysis. They analyzed the empirical results of 45 user-satisfaction studies published between 1986 and 1998, focusing on the relationship between user satisfaction and nine variables identified in these studies. This study is discussed in greater detail in section IV.

Lin and Shao (2000) examined the relationship between user participation and system success, where the effects of user satisfaction and the two additional factors–user attitudes and user involvement–on system success, occur simultaneously. Empirical results from a survey of 32 organizations corroborated the positive link between user participation and user satisfaction and provided evidence for the interplay between user is attitudes and user is involvement.

Lilly & Usherwood (2000), found that "user’s experience, past experience, language and present motivational state or goals for the future influence our perception of the present, past learning has a significant influence on our perception".

Chen et al. (2000) studied the measurement of user satisfaction with data warehouses. They identified the underlying factors of end-user satisfaction with data warehouses and developed an instrument to measure
these factors. Their study demonstrated that most items in classic end user satisfaction measures were also valid in a data warehouse environment.\textsuperscript{54}

Hencen Orle B. Published his article entitled “Library Planning”\textsuperscript{(2001) Alternative Method of Investigation”}. He discussed the problem of cost-benefit related to the library quality and questionnaire on which the method can be used.\textsuperscript{55}

Hartmann (2001) in his study concluded that undergraduate students experienced difficulty in locating items from the library collection and did not understand the processes for retrieving journal articles.\textsuperscript{56}

Trump, and Dugan (2001) who admonish librarians to keep pace with technological enhancements related to the information industry as a means to establish competitive advantage and “ensure both easy and enduring access to information resources available in, or through, the library.”\textsuperscript{57}

Siddiqui (2001) conducted a study on the use of library collection of Jawaharlal Nehru University Library. A questionnaire was used to collect the data, which covered 99 scholars. The study found that 69 per cent visit the library daily, and 31 per cent found the library collection adequate to meet their information needs.\textsuperscript{58}

Cullen (2001) pointed out that "Modern libraries face crises of survival and development due to advanced modern information management systems and competition from vendors, publishers, mass media, online services and internet". User's expectations have increased as a result of rapid development of advanced information technology, increasing generation of new knowledge and information availability from both printed as well online media.\textsuperscript{59}

Whitmire (2001) in such study found out that undergraduates use the library mostly as a place to study and make photocopies, but do not make
great use of some of the available library services, such as inter-library loan and the reference desk. In another study.\textsuperscript{60}

Bergmann, Helmuth in his report entitled “The Library and Its User as exemplified by Vienna University”\textsuperscript{(2002)} made a research of five hundred research students regarding the usage of library in the year 2002. In it, he made some suggestions regarding the need of equipments and their appropriate purchase.\textsuperscript{61}

Grossa & Saxton (2002) reported a secondary analysis of a user survey administered in 13 public libraries and examined user ratings of reference services by transaction type. Transaction type is defined dichotomously as self-generated (users transacting questions they have determined for themselves) or imposed (agent users in the library seeking information on behalf of someone else). Users with self-generated questions rated library services lower than users with imposed questions.\textsuperscript{62}

Staples et al. (2002) studied the relation between expectations from information systems and perceived benefit and user satisfaction. They found support for the disconfirmation theory that unrealistically high expectations from IS would result in lower levels of perceived benefit and user satisfaction than those associated with realistic expectations.\textsuperscript{63}

Shokeen and Kushik (2002) report on a study about information seeking behaviour of social scientists in the universities of Haryana. The study showed that most of the social scientists visit the library daily. The preferred search tools were indexing and abstracting periodicals and citations in articles. Current journals and books were the preferred sources of information.\textsuperscript{64}

Nurjahan and others (2002) undertook to obtain a self-reported assessment of the use of ICT by medical students at the International
Medical University, Malaysia. The survey revealed that 27 students (5.7 per cent) did not use a computer either in the university or at home. Most students surveyed reported adequate skills at word processing (55 per cent), email (78 per cent) and web searching (67 per cent). The study suggested formal inclusion of ICT instruction in the teaching of undergraduate medicine, to enhance medical students’ ability to acquire, appraise, and use information to solve clinical and other problems.65

Port Jane S. Published his article in “The Mount Sinai Medical Center Library User Survey, Bulletin of Medical Library Association”, (2002), in which he presented the conclusion which he obtained by conducting short interviews of minimum 3381 users library within five weeks.66

DeSaez (2002) mentioned that there is greater need to satisfy customer’s wants and expectations. Customer care particularly got importance in business and retailing organizations due to social and economic changes in the last 40 years. Efforts should be made to know-what are customer’s wants, when they want services, and how they want services.67

Zorich’s (2003) “A Survey of Digital Cultural Heritage Initiatives and Their Sustainability Concerns” summarizes the organizational types, governance structures, business models, and sustainability concerns of thirty-three organizations or projects and five funding agencies or foundations.68

Ramanna B. published his article in “User Evolution of the N.I.C.F.O.S.S. Services, Library Science Documents, (2003), regarding diet of science or discussed on importance of user survey for National Information Centre. He surveyed through questionnaire for knowing the need of
information of users in which the source of the information are also used such as xerox service, translation service etc.  

Yu (2003) explored how Taiwanese college and technical institution libraries familiarize users with library facilities and information resources. The most common programs a basic introduction to library services, OPAC instruction, searching tools, internet instruction, CD-ROMs, databases and electronic journals, and audio and video materials.  

Sabine Gorden A. Received financial aid from “O.C.L.C.” for study during July/Oct. 2003. In his study he conducted the interview of 80 users of library of U.S. University by providing index of twelve questions and obtained results in order to know to use journals and books.  

Choukhande and Kumar (2004) examined under the title “analytical study of information needs and use pattern of faculty members and research scholars of Amrawati University”. The Main objectives of the study were the information needs and use pattern of faculty members and research scholar; to identify the problems faced by the faculty members and research scholars; and to suggest some remedies to solve the problem. The major findings of the study were: The reference sources preferred by the users are encyclopedias, periodicals, dictionaries etc. The users in comparison with other electronic sources use less audiovisual materials. Most of the users use the catalogue, bibliographies, indexes and abstracts. Majority of the users use the library to borrow books to study research, training programmes.  

Carpenter Ray I. presented his article in “E-Public Library Pattorn” (2004). Institute For Research In Social Science. In this article, he tried to know the survey done by Institute for Research in Social Science in using the library and to identify the library user. This survey is related to Age, gender,
income, education, current home of long travel, political activities, sources of
news stories, and family size.\textsuperscript{73}

Madden and Fulton (2004), examined the information-seeking patterns of
final year undergraduate engineering students split evenly between two
engineering institutes in Irish universities. It was reported that engineering
students seem to have a preference for channels that require the least effort,
such as the Internet. They explained that the result was due to the fact that
student viewed the internet as a speedy, current information source which
fed initial information needs quickly.\textsuperscript{74}

Fjallbrant, Nancy published article entitle “Developing Library
Effectiveness for the Next Decide Proceedings of the Seventh Meeting of
I.A.I.U.” (2005). He has surveyed in the Measurement of the effectiveness of
the library, its collections to use only quality, and level of information provided
to the user, and so on (Fjalalibrant, Nancy. 2005).\textsuperscript{75}

Beaton (2005) in a study entitled “Glasgow City Council: library,
information and learning services for disabled people in Glasgow” studied an
outline of the public library service offered to disabled people in Glasgow,
Scotland. This paper sketches how one public library service attempts to
meet the challenge of offering service to its large and diverse body of
disabled users, who may need to use any part of the public library system at
any time, and whose needs must be anticipated. The study describes models
for service delivery to disabled users, which will of great interest to those in
public library management and library practice generally.\textsuperscript{76}

Miranda, Antinio published his article in “A Comparitive Study of
Libraries for Post Graduate Courses in Educatin In Brazil”, International
Library Review,(2005), in which he presented comparative study of libraries
regarding Brazilian post graduate course.\textsuperscript{77}
Enasolar and Booch (2005) In may, in an article published in Bibliothek by, in West Germany, Rejensberg Municipal Library users were studied. Here, the user’s mentality was considered. Through the medium of these abridged questions, we got assistance in its area in a detailed form. The time of opening and closing the library, book issuing library services, cultural activities taking place in library.78

Chopra And Banerjee (2005) has conducted the study which was related to “utilization of library and information services of public libraries in Punjab: A case study”. He obtained data about the usage of the public library services by different age groups of users and users from different levels of qualification. He identified their needs and assessed the quality of library services provided by the public libraries in the state of Punjab. The Questionnaire Method was adopted for the collection of data. He identified their needs and assessed the quality of library services provided by the public libraries. The author highlighted that the usage of public library services by the female users is significantly low and needs serious attention by the library authorities of the state were found out.79

Wolosz, Jon published a paper entitled “American Public Libraries in the light of the Gailup Survey”, in which he presented the survey of public libraries in the U.S.A. in 2005. This survey is related to a specialist reader of marriage-age 50 years middle class Office personnel whose marriage age is low and which is associated with a secondary education.80

Biradar (2006) has conducted the study was related to “use of information sources by the users of public library: A survey.” He knew the frequency of visits of the users to the library and among the time spent and how they get information for their study. He found out use and adequacy of the reading material such as text books and periodicals nonbook materials
etc. He observed whether the arrangements of books and other materials are helpful to the users in the city central library. He adopted Interview Method for the collection of data. After analyzing the data it is found that less no of the users visit the library occasionally. Majority of the users spending the time more than two hours. Majority of the users read the newspapers. Majority of the users locate the reading materials directly from the racks. Majority of the users do not use the catalogue cards. Majority of the users refers the information sources like newspapers, books, periodicals etc. Majority of the users are more satisfied with the arrangements of books. Majority of the users are satisfied with the cooperation of the staff were found out.  

Chikonzo and Aina (2006) researched into the information needs and sources of information used by veterinary students at the University of Zimbabwe. Findings from the study revealed that writing assignments and studying for tests or examination were the primary tasks for which they required information and the major sources used to obtain information were books, videos, lecture notes, handouts, the internet, projects, CD-ROM database and journals. The students confirmed making little use of indexes, abstracts and dissertations. 

Alimohammadi and Sajjadi (2006) add that, "Library and information professionals have experienced the information seeking challenges of newcomers for many years, and have planned a wide range of instructional programmes to tackle this problem." User education provides a platform where librarians introduce new students to the complexities of university library facilities; familiarize users, who have little or no information seeking skills at all with a broad range of library resources in order to develop library skills; and educate them on how to find materials using library catalogues, subject indexes, CD-ROMs, and the Internet.
Fisher R.K. in his published article entitled “University Extra Mural Student and Reading: Studies in Adult Education” (2006) analyzed Birmingham University students that clever students take less time to learn the prescribed than entire time. By this, students use the study on profit basis.  

Akhtar Hussain and Krishna Kumar (2006) carried out a survey the use, collection and services of IIRS Library. The major findings of the study were: (1) A majority of the users (41.25%) of the IIRS Library use the library services daily. (2) Majority of the respondents mainly used the library to borrow books and other materials (81.25%) and the least number of respondents use the library for audio-visual materials. (3) Most of the respondents preferred to print collection (87.50%) were using books followed by electronic collection, (68.75%) were using CD-ROM, further followed by 86.25% respondents use for current periodicals. (4) Most of the respondents were fully satisfied with library services.  

Gautam and Srivastava examined the prevailing position of documentation and information services of libraries of 30 agricultural universities in India under title “State-of-the-Art of Documentation and Information Services in SAU Libraries in India” (2006). It had been found that all libraries were providing CAS and bibliographical services.  

Haridasan undertook a study named “Use of Periodicals by the Scholars at National Library of Veterinary Sciences: A User’s Survey” (2006). Out of 125 questionnaires distributed 110 were received back. It was found that majority of the users were visiting the library daily and used back volumes of periodicals of research purpose. Majority of the users were satisfied with 38 arrangements of current issues of periodicals and arrangement of back volumes.
Hooks, et al. (2007), remark, "Teaching students how to use the university library resources had been a challenge for academic librarians for most of the twentieth century and has emerged as a high priority for academic librarians in the twenty-first century as well."\(^{88}\)

Novotny & Rimland (2007) have discussed a service quality study conducted in the Pennsylvania State University Libraries. The Wisconsin–Ohio Reference Evaluation Program survey was selected as a valid, standardized instrument. They presented their results, highlighting the impact on reference training. According to them, a second survey a year later demonstrated that focusing on behavioral aspects of reference can improve service quality ratings. Providing quality reference service is not easy, and any approach needs constant evaluation. Close attention to user needs can guide the reference staff about future changes.\(^{89}\)

Ajiboye and Adeyinka (2007) examined the information seeking behaviour of undergraduate students in the University of Botswana. The result of the study revealed that the internet is the most consulted source, followed by students’ class notes and handouts. This finding is further confirmed by Valentine.\(^{90}\)

Tucker (2007) in his study entitled “Library and resource center for visually and print-impaired people in developing countries” pointed out the situation of print-impaired people in various countries and proposes possible activities to meet their needs based on existing projects and experience.\(^{91}\)

Borsman, Patricia published his article in “Australia School Library”(2007). In this article, he surveyed the users of Australian technical school library in Melbourne Australia that is based on the questionnaire survey which was filled by 294 pupils.\(^{92}\)
Knudsen Pia in his published article entitled, “Are the Libraries Alive?” Biblothek,(2007) presented two different surveys made regarding the usage of school library. As the school libraries are mainly used by readers only for reading whereas public libraries are mostly used by youths.93

Bansode, Sadanand Y. and Pujar, Shamprasad M, (2008). The status of automation in the colleges of Goa is similar to that of college libraries throughout India. Libraries, librarians, and college administrations must initiate automation in order to provide effective and efficient services to users. Library professionals must upgrade their skills in order to meet the growing expectations of users from libraries.94

Kannappanavar and Rajanikanta’s (2008) paper highlights the use of e-learning resources in medical colleges. The study has found that Medical education was popularized only after the independence of the country. It is found that majority of the colleges under the study area have e-information resources, e-databases. Almost all colleges under study are also becoming members of a consortium. As far as the infrastructure facilities are concerned, almost all colleges under study have provided very good infrastructure facilities to their libraries to serve their clients effectively.95

Gohler, Helma published his article entitled “Use of Library and Library Material” (2008). He conducted a one-week survey for libraries divided into four parts and each catalogue is displayed as results.96

Meert, D.L., & Given, L.M. (2009). Measuring quality in chat reference consortia: A comparative analysis of responses to users’ queries.” College & Research Libraries, 70(1), 71-84. The results of this research reveal that there are differences in the quality of answers between local and non-local staff when taking part in an online chat reference consortium, although these discrepancies vary depending on
the type of question. Providing non-local librarians with the information the local librarians with the information they need to answer questions accurately and in real time can mitigate these differences.\textsuperscript{97}

Dougherty (2009) also discusses a technical transformation in which researchers will attach more importance to locating and obtaining information, and less importance to where the information originated. He adds that library services need to accommodate the actual abilities of scholars to locate and retrieve library materials.\textsuperscript{98}

Arnzen, Ane (2010), present his article entitled “Reading Habits of Children and Adults: A Small Survey in Asking Library”. In this article the survey was done for a week in March, 2010. 81 users were participated and celebrated by the users. In that survey he included the users who were between two and a half years to 15 years old. Among the users, 70% were girls and 51.5% users were between 10 to 12 years old.\textsuperscript{99}

Beherend,Ginter G. Presented his research paper entitled “Consideration on User Research At The University Library” Earnest Mortis University (2010). In this article he illustrated the research about capacity of study of Earnest Mortis University students. He included 25 questions in questionnaire which were distributed to 30 percent students of German language. Answer of the 65 per cent of the questionnaires was received and those answers were analyzed in detail contained in this article.\textsuperscript{100}

Nyeng, Per presented his in “Biblothek”(2010), in which he conducted an interview of a social worker, whose age were above 16 in 37% of people over the year were identified as the user. Less educated people are also found less in the library reading.\textsuperscript{101}

Onadiran G.T. and Onadiran R.W. presented his article entitled “Users of Public Library Services in Nigeria” 2010; In this article he conducted the
survey of the symptoms of users, information and users need related to education in Nigeria’s public library services in Nigeria.¹⁰²

Pinto and others (2010) proposed a methodology known as creating concept maps what helps in diagnosing and improving information analysis, synthesis, organization and representation skills and competencies of students. They have tested its usefulness using action research methodology on a group of University students of Library & Information Science. This method provides information on the strengths and weakness of the students’ skills, thus enabling their training to be improved by means of specific actions.¹⁰³

Meister, Heinrich. (2010) The college fully concentrates on theology and classic. They remain less attractive about books. In it, most of the users, wish to read. Basically concentrates firstly on educated society which keeps attention to its library. Here books are supposed to be formal propagation of education. Library is a blessing to any school or college.¹⁰⁴

Sunil Tyagi (2011) The study sought to analyze the library resources and services by users. There were two important issues to address. First, the input from the survey had to result in tangible change. Since the users were intimately involved in the process, their feedback had to be taken seriously and acted upon. If not, the credibility of the organization would be significantly jeopardized. Second, the staff had to understand that some of the feedback would be negative. They had to be open to constructive criticism. The results of the survey show areas of strength that can be built upon, as well as areas for improvement, including the collections, staffing, and programming.¹⁰⁵
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