4.1 Introduction:

Democratization of the societies in modern times has seen enormous growth in the field of education. Remarkable advancements are taking place in the area of educational and research institutions, faculties, scientists, research students, teachers etc., worldwide and this thrust on education has resulted in the growth of written literature in all fields of knowledge; amounting to explosion of information. Development of macro and micro level research, teaching and learning techniques, methodologies in all spheres of humanities, societal and scientific enquiries coupled with the technological advancement and this has furthered information growth exponentially. Information explosion and overload phenomenon has put forth a complex challenge in front of Library and Information Science professionals, since library becomes principal centre or a nerve center of education system. Advancement in the area of Information and Communication Technology in the last few decades have created a very real sense of opportunities to meet these challenges in terms of professional practice for Library and Information Science professionals.

Dr. S.R. Ranganathan; father of library science in India coined the term “Library Science” to give scientific vision and approach to profession of librarianship, and formulated the five laws of library science in 1931 and brought the user and use of library resources on forefront. Thus the shift from collecting and developing library collections for the usefulness is shifting to providing access to published literature on any topic. Librarians are trying to develop usable and user centric collection for qualitative use. It is necessary to guarantee that library clients use the resources selected and acquired for users. Libraries are not store houses and places for preserving books, but libraries are for users having right to use the books. Dr. S. R. Ranganathan made clear in his laws and writings to enhance the use of library resources and librarians need to manage the user needs form the collection. To provide efficient library services to users it is necessary to analyze user behavior and ways of information hunting. Use and user studies are focusing
more on analyzing the user needs. User needs are constantly changing and a regular survey is to be conducted by librarians to assess user demands and expectations from libraries to provide effective services to them.

The needs and expectations of library users are changing in the digital environment, libraries are trying to find the best ways to define their user communities, understand what they value, and evolve digital library collections and services to meet their demands. This requires a closer and formal look at library patrons for their needs. It is also necessary to develop awareness among the users about the new digital media and information retrieval tools to get the different sources. Assessment towards use and respond to online / e-resource collections and services are also to be carried out and for this purpose librarians have to:

- Identify user communities and identify patterns of use
- Find out future needs of users for providing services and effective collections
- Assess user satisfaction rate form the library collations and services
- Initiate economic digital collection development in libraries
- Design, redesign and reengineered libraries using ICT, Web site and link the collection
- Find out digital collection impact on use of resources
- Assess whether orientation to users or instruction has any impact on use of collection
- Allocation of human and financial resources for effective activities in libraries

These aspects help in assessing the status and enhancing the e-collection and its effective use by the users. Use and user studies are the basic instruments in managing the library resources effectively. Most of the tools used to find out the answers to these questions are surveys, questionnaires, interviews, or combinations.

The terms generally used to assess the user needs are: library use and user study. Library use has a complicated expression with different views compared with the term user study. In fact, library professionals and library managers characterize these terms more general to involve the social and economic purposes. Information science researchers classify the
terms information use in different aspects of human activities. There are many definitions of user study and library use study by important library professionals and information scientists who are engaged in the field of research.

4.2 Nature of Library User:

The main aim of the libraries in the advanced and modern world is to meet the basic needs of users and objectives of institutes in providing the latest information to user community through libraries. The library users are distinctly termed as library users, patrons, clients, members, customers, borrowers, information consumers etc., but term popularly used is users. The user utilizes the library resources for their information needs and developing or adding a knowledge base. For users information is a vital source for developing knowledge and they can collect information from various resources available at different places either free or paid. Need of information varies from user to user in different types of libraries, e.g. in public libraries users are small children, students, housewives, researchers, scholars, retired persons, literate or illiterate users etc. The academic libraries mostly have users like college students, professors or faculty, and researchers. Special library users are specialized readers researchers, scholars, and scientists etc, who are involved in deep study on a particular topic of specialization. Thus it is observed that users in public libraries are varied in nature whereas in the academic community they are academicians and in special libraries the users are almost specialized in nature.

4.3 User Needs in Academic Libraries:

It is observed that the user need is different from nature of users and their interest and purpose in collecting information. Users of any type and nature depend heavily on libraries and information centers to get the information or information resources for their use. In case of academic users the most prominent users are students, faculty and researchers. In the academic education system libraries are treated as backbone of the educational system. The libraries and librarians together have to build qualitative and need based collection for the utilization of users which fulfill needs. In the ICT and digital era the activities of academic libraries are reshaped and now shifting towards e-
resources collection. Information explosion is very high and it is very difficult for the academic librarians to collect all the information published on the subject and sharing of information is essential as the available information in a single library do not serve the needs of users. The users are shifting slowly towards the use of e-resources due to their benefits. More resources are now available in electronic form in S and T areas in different forms and formats. E-publishing industries are after publishing digital documents due to economy and speedy distribution. Academic users are interested in getting desires information quickly both current and retrospective information.

A need is felt to assess the present structure of the academic libraries especially in professional courses and try to find out the use of e-resources by users and also acquisition status of libraries. For proper collection in libraries economically the user’s demands are to be assessed. Since budgets are not sufficient to cope up the needs of users, librarians need to take new steps like, developing digital and networked libraries, more use of consortium, and use of qualitative free resources available on the net.

Users need in academic libraries are mainly related to academic syllabus, reference collections, journals for preparing examinations and getting advanced information for writing thesis, seminars, research papers, projects in addition to learning and teaching. Users are not aware of the resources available in libraries and they felt to get trained for searching information from libraries and over the net. The main forms of information used by academic users are books, journal articles and some databases in the subject areas. Users are using more primary sources of information like thesis, patents, conference proceedings, reports etc which are more or equally important to develop good base of knowledge. The users of engineering and medicine are professional academicians and their needs are also same like other academic users but slightly advanced as these are valuable in education system. In the era of e-resources there is a need to assess the use of resources and try to meet out the demands of users by all means. The role of librarians is very crucial in professional academic colleges. The need of user assessment helps librarian to collect information resources required by users in economical methods. To assess the users, librarians generally use survey method and analyze their needs. Hence use and user studies are getting more importance in the present digital era.
4.4 Use and User Studies:

Libraries are open systems, and also a subsystem of education system, having objectives and functions determined by the user community. Thus defining the objectives of the education system, librarians have to specify the objectives of university or college libraries, and contribute to goals of the system as a whole and respond to changing social needs of users. Since university or college or academic libraries in higher education system, which forms the integral part of the education system, need to provide support and services not only for academic courses of formal and informal education but also for those geared to research and the generation of new knowledge in the academics for which libraries belongs to.

Rocoe, Libia and Ivan pointed out that library-user interaction need to be studied on the basis of communication models, which helps in understanding information transfer process, involving a source, a means or methods of transmission and one or more receivers. The source has to emit the information clearly, the means have to transmit it efficiently and the receiver has to comprehend it completely. This process implies responsibilities on the part of both the communicator and the receiver of information, hence the need to take account of the feedback factor. However, the role and responsibilities of users have tended to be imprecise, and users have sometimes been reluctant to play an active role in the information acquisition process. As a result, there is a broad range of ‘passive’ information held by libraries whose value is ignored and which is under-utilized. Authors further advised that the under-utilization of library resources and facilities is mainly due to the fact that users are unaware of the resources and facilities offered by libraries to users. (http://www.unesco.org/webworld/ramp/html/r8722e/r8722e0l.htm)

It is therefore necessary to have a precise knowledge of the needs of potential as well as actual users and to understand adequately, recognize and identify in appropriate form their information requirements. The best way of getting to know about users and their information needs is to carry out periodic user studies, which helps libraries to determine exactly how and in what direction users can meet their requirements. Wilson (1981) while discussing on the topic "user studies and information needs" indicated that within user studies the investigation of 'information needs' has been the main subject of study.
Librarians have to analyze users to understand their needs and collect accordingly from the different locations. If libraries have to fulfill their proper roles within the education system, there is a continual interaction between library and their users to serve. Interaction can be influenced both by factors directly related to the library, such as how efficiently and effectively it is run, the relevance of the information support, use of technology and communication channels, are directly related to users, including their needs and specialized interests. In the early years user studies were conducted and later shifted from user studies or library and documentation use to user behavior or the information behavior, information seeking behavior etc.

4.5 Use Study:

Use studies examine the characteristics of library resources of all kinds and forms, including card, book, microform, e-resources and online catalogs etc. Use studies can utilize various instruments for gathering data and measure any number of qualities of resources. The reasons for conducting use studies are also various. They are often done to evaluate the effectiveness of the resources in providing service to users. Some studies have provided library administrators with information to help them make operational decisions.

The need for user-research and use studies at the individual library level; defines related terms and concepts like user, use, need, want, demand and requirement; of users in using the resources. Use studies focus on use of library collections and interaction of scientists, engineers and technicians. It enumerates the relationships found in past studies between characteristics of scientists, engineers and technicians and their use of library collections as well as their interactions with library.

There are many use studies conducted regarding use of library collection, to find out and analyze what is used, more frequently used resources including, identifying, life of collection and its rate of obsolescence etc. Many researchers have studied use of collection applying bibliometrics and citation studies to find out use of library collection by the users like engineers, scientist, technicians and other professionals etc. Depending on the intensity of use of library resources by the users, the users are grouped into high
information potential and low information potential. One of method of exploring use and user study is to study and find actual use of information resources by the users. It is also found out among all the types of library resources, use of journals and primary resources have been used by potential users. The use study has seen collection development and reorganization of library collection for organization purpose. (Sridhar eprints.rclis.org/). Library use studies are followed by an analysis of ’use studies' from 1960 to 1973. Variety of purpose of use of resources by the users in libraries are examined in the use studies, few studies like use of serials, use of journals, in-house use of resources, use of public libraries, use of academic libraries are few areas of study. Studies of use and users are becoming fairly standard in library planning, and attest to a changing concept of what constitutes effective service. Main purpose in conducting use study is to assess the trends in use of resources by the users and their expectations from libraries.

4.6 User Study:
The term user study means study of user’s need and seeking information behavior of users in using the resources. The purpose of user study is to make an attempt to discover patterns of use and levels of awareness of users towards library services and facilities. Khandare (2012) in her research study pointed out that the purpose of user study is:

- To identify the needs of users
- To identify the resources and services needed by users or availed by users
- To identify strength and weakness of library resources
- For collection development
- For proper resources collection.
- For resource sharing purpose

User study is a complex process and these studies covers information needs, information use, ISB, use of information sources and channels etc. Accessing to information needs and ISB is the base for designing information systems and services. Information provider cannot provide information unless user knows or identifies need and expectation of users. ‘User study’ is the means for organized assessment of activities done for the benefits of users who are in need of information. The ‘user study’ has a direct link with the efficiency of the library in providing the user the information needed by them. User
studies mainly aims at providing the right information to its user without wasting his time. Roceo, Libia and Ivan. (http://www.unesco.org/webworld/ramp/html/r8722e/r8722e0l.htm) also pointed out that the main aim of the user studies is to find out relative use of various channels to fulfill needs. A user study yields conclusions that can be used in improving the administrative process since they can be converted into indicators of successes and shortcomings in the planning and development of services. User studies show the different channels employed by users in the information acquisition process and also the different types of information sources and the frequency with which they are used. Another indication of the importance of user studies is the fact that they clearly reveal that the flow of information is not a simple process and that a whole range of factors help to determine the nature of the individual information collection process. User studies are also a way of identifying user needs and behavior, which leads to greater efficiency in the information transfer process. To conduct user study requires a significant amount of time and effort. The understanding of user behaviors can be gained through a particular user study. Khandare (2012) also listed out the reasons to conduct user studies and major reasons for conducting user studies are:

1) To identify the actual strengths and weaknesses of library resources and services
2) To identify the levels and kinds of user needs
3) To identify faculty and student priorities for use of library resources and services
4) To identify the limitations or problems in use of information resources
5) To improve the organization and planning of library services.
6) To find out the information seeking attitudes of users
7) To find out users requirement and expectations from the library, in terms of type, quality and range of services to satisfy their needs.

4.6.1 Techniques of User Studies:

General or conventional methods to find out user preferences are:

- **Questionnaire method**: A questionnaire is designed for users of different types and asking different questions to be answered in writing. Questions can be also framed requesting the user for some factual information or his comments.
- **Interview method:** This method involves face to face communication between the organizer and the user. This method is very flexible where different types of questions are framed and it continues with the response from the user. The questions can be changed at any point of time depending on the data required by the researcher. The data can be collected from phone conversion and saving time to meet the user in person.

- **Diary method:** In this method a diary (book) is given to respondents asking them to keep a track of the different actives carried out by them. They have to keep the record of all the activities which are required by the researcher for his study on a particular concept or topic.

- **Observation:** It is related to diary method. The respondent which is selected is asked to keep a track of the information required by the researcher from time to time. The activity is normally done in one area wherein it is possible for each respondent to inform each participant when the information has to be recorded. All the observations done by the respondents are collected and analyzed to get the conclusion on the information which is gathered for the study.

- **Analysis of Library Records:** All the libraries have to maintain different types of records regarding its day to day operations. All the transactions regarding reference and circulation sections are very essential. The various types of queries on subjects like, headings, number of books issued in a day, time taken on each transaction, related books on particular subject if not available. This is the valuable records that help in understanding the reading habits and determining information needs of the users.

- **Citation Analysis:** This is a further indirect method of getting to know the literature used by the users. This is to understand what the users are consulting in while writing their paper of interest. The references added to every methodical communication can divulge a number of facts about the information use model of
writers of the papers. A detail study of these citations divulges the virtual use of various categories of documents. The findings done through citation are objective in character but they do not give a clear picture about the study. Moreover, citation exercise is different with different authors. Several cite very precisely while most others are too open-minded in this respect, still some prefer self-citations. All these exercises limit the value of citation analysis.

- **Special and Unconventional Methods**: These methods have some specific areas of application or sometimes are used very rarely.

- **Computer Feedback**: with the development and advancement of internet services this method is widely been used now a days. The information gathered with the help of modern techniques is fast and does not waste much of time. The researcher does not have to go personally to all its respondents involved in his study. Researcher just have draft a questionnaire of his study with the help of some software which are available on the computer and send it across to its respondents through email. Even the response given by the respondent is received through email. b) Unconventional Methods: There are few unconventional methods used to conduct surveys in addition to the above direct and indirect methods.

The capacity or quantum of utilizing information is a problem concern to the libraries and information centers. The user studies explain interest in determining the information requirement and paths of information flood. Since the first part of this century, library staff works on getting to know the exact user needs. Since the libraries are mainly meant for users and all the activities happening in the library is aiming towards user satisfaction. The librarian’s main duty is to have a very good relation with their users to understand their reading habits, their information seeking behavior. If users are happy with the facilities and resources available in the library, from its collection helpful to them, or to find out which resources they require more etc. These attempts can largely be considered
as informal studies on users and make librarians to organize the library collection according to the requirements of their user.

4.7 User Expectations in Electronic Era:

Interest for e-resources and models of use differ from user to user. Users are now using different sources for information, including electronics journals, print journals, websites of professional institutes, personal author’s websites, e-mails of colleagues, and electronic -print services etc. Print remains vital and definitely survives for some more years. Information needed by users from all subject disciplines and as a part of the research process, patrons or users visits to library. Most users now prefer electronic resources and also depend on use of library. Searching and browsing information and topics of subject use of open source resources and databases, library collection in e-form have been increased since past few years.

Users have now web searching habits to get their electronic scholarly materials for use and seem to have difficulty adapting to different types of information resources, interfaces, or search systems. For getting proper information users need to develop information retrieval skills, and gather the information from any place and select the appropriate information for use from different sources available.

The expectations of users in the electronic era include the following:

- The users want accurate information on their topic of interest
- The information may be downloaded instantly without wasting time
- Data collected or gathered have seamless approach
- The information generated may be simple to use and in different formats e.g. text, images, sound, etc

Thus the information gathered from the different sources has to serve user goals and fulfill their need. Users want to accomplish their tasks with the least amount of effort. They want a particular website from where they can get their information easily without wasting much time. Users have great expectations when they visit to Web. To fulfill the demand of users one has to continually busy in providing information, needed by them. The information has to be useful, usable, desirable and applicable.
4.8 Trends in User Study:

Libraries during the initial quarter of this century were believed to have conventionally known resources i.e. print and non-print to their users and make them aware through the records kept in libraries mainly using the catalogues. Most of the times the librarian used to find the use of catalogues, reference service related records and records concerning to library use by different age groups of people for performing user studies. The present era of this century is witnessing a drastic change in the formation, organization and management of libraries where electronic and digital media are more popular. The most accepted kind of study carried out during the present period is generally on this type of study, about everything related in every way to the use of the library was researched (Tobin, 1974) with fresh method of research called 'Operation Research' has entered in the field of library and information science. User studies slowly became a substance of research using the techniques of this operation research. In this era a huge number of studies were carried out. Use and User studies, information seeking behavior of users are more popular now days and studies are carries on use and user behavior towards use of library resources. ICT has totally revolutionized in the publishing and preserving methods. More e-resources are developed in all the subject areas and use is also enhanced. The studies are now concentrated on the use and impact of new media in collection development as well as use by the users in different areas.

4.8.1 Information Seeking Behavior:

In order, to satisfy the need for information, the users try to find out different ways to gather information. Information seeking behavior means the different ways adopted by the users to seek information, the way they are going around locating the information required by them, and finally the use of information gathered and used in their study. The genuine behavior of the user at the circulation counter or at reference area or at computer section or at journal section can be totally different. The taste of gathering information may also vary from person to person or users to user. It depends on the requirement of the user exactly what they needs, for example one user may need only abstracts and other may need the full article or someone may browse the databases etc.
The following process takes place in information seeking behavior:

1. Identifying the information
2. Getting to know the exact need
3. Gathering of information and analyzing
4. Using the information in study and achieving level of satisfaction and generation of new knowledge

The information seeking behavior mainly deals with the information generation and dissemination process. The user who can get the exact information required can be concluded as highly satisfied. The user study helps to know the exact requirement of the users. To give the best information to user, the librarians need to know the exact needs of the users. The user study is must for any library, without it, it is not possible to satisfy users.

Wilson Davis (1977), Manzel (1966) have also discussed reasons for conducting user studies. Different models and methodology conducting user study are narrated by Laloo (2002) in which he stated action from problem to its solution. The user studies are further studied as information seeking behavior of the users in which Kuhlthau (1983), Ellis (1993), Tenopir (2000), Nicholas (2000), Crawford (1978), Bates (2010), Wilson (1994), (2008), Line (1998), Case (2002), Bell (1991), Sahoo and Ramesh (2011), Kumar and Satyanarayana (2012), have discussed information needs and elaborated different models in which information seeking behavior of users is discussed.

**Summary:**

Every person has to update his knowledge for various reasons and tries to collect information required in the field published in different information sources. Information seekers and users are mainly academicians, professionals, scientists and researchers, students, who need information to update their subject knowledge and they refer to the published and unpublished resources for information gathering. This information can be obtained from the library through consulting books, journals, newspapers, thesis, case studies, project reports etc., available in print or digital format. In this chapter researcher has tried to narrate need of use and user studies including ISB of users. To provide
effective library services to users, librarians felt need to assess their users first and hence use, user and ISB studies are regularly conducted in the libraries.
References:


