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Unit-I

User studies: concept and Categories – Aims and objectives – Importance of user studies – Need for conducting user studies. Major user studies conducted in India – USA – UK.

Unit – II

University and college library user behaviour – evolving a theory of user behaviour – characteristics having effects of user behaviour – patterns of user behaviour users and their influencing factors – Limitations in behavioural research in librarianship.

Unit – III

User needs and user education: concepts –need– Aims and objectives – planning of user education – problems of user studies and user education.

Unit – IV

User interaction with documentary resources and non-documentary electronic resources .

Unit –V

Evaluation of user studies: Important features of failure analysis – Methodology of user evaluation

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