



## Customizing Information Needs of Users

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### Abstract:

*It has often been complained that libraries had for a long time neglected one of the most important component of an information services, namely, the user. They were more concerned with the services and their bibliographical organisation and control. It is true this organisation was ultimately meant to satisfy the information need of user. But, very little was known about the exact nature of this need. How exactly the user behaved when he was looking for some information, what type of services were used in which situation, how the information was used when obtained, all these were not very clearly known to the library services all as well as to us. Gradually, the users came to be observed like 'bright dolphins' from a distance without being asked anything about their information behaviour. Hence, this study was explored to know information needs of users.*

**Keywords:** *Information services, Library services*

### 1. Introduction

Assessment of user needs for which information system is being planned, is a very fundamental task. Without assessing the information needs of users, no library can provide better service. So, it is necessary for libraries to identify needs of users and build their system according to those needs.

It is only in recent years that systematic studies of the user community and the information behaviour of various groups within it have started. It should be obvious that the ultimate objective of all such studies is to improve the information system. If it is known how exactly the present system is functioning, how far the users are able to get information, then it may be possible to devise improved or new bibliographical tools or open new channels of communication, so that the system improves.

### 2. Objectives of the Study

1. To identify information needs of users.
2. To know information needs of users.
3. To suggest various ways and keys to academic libraries services according to expectations of users.
4. To follow up of user studies both of libraries as well as of users.

### 3. Research Questions

1. Whether the academic libraries ever conducted surveys regarding user needs?
2. Whether libraries have customized information services?
3. Whether users are rendered information services according to their needs?
4. Whether users are happy with the services rendered to them by their respective college libraries?

## 4. Methodology

### 4.1 Sampling

In the present study a sample of 399 students from nineteen different engineering colleges affiliated to South Gujarat, were randomly selected as follow:

1. Government Engineering College, Bharuch
2. Dr.S. & S.S.Gandhy Govt. Eng. College, Surat
3. Government Engineering College, Valsad
4. GIDC Degree Engineering College, Abrama
5. Bhagwan Mahavir College of Eng. & Technology, Surat
6. C.K. Pithawala College of Engineering & Technology, Choryasi
7. Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli
8. Faculty of Engineering Technology & Research, Isroli (Bardoli)
9. Laxmi Institute of Technology, Sarigam. (Bhilad)
10. Leads Institute of Technology & Engineering, Matar
11. Mahatma Gandhi Institute of Technical Education and Research Center, Bhanunagar
12. Mahavir Swami College of Engineering & Technology, Bharthana
13. Pacific School of Engineering, Sanki
14. Sarvajanic College of Engineering & Technology, Surat
15. Shri S'AD Vidya Mandal Institute of Technology, Bharuch
16. Shri Swami Atmanand Saraswati Institute of Technology, Surat
17. Shroff S.R. Rotary Institute of Chemical Technology, Valia
18. Valia Institute of Technology, Valia
19. Vidhyadeep Institute of Management & Technology, Olpad

### 4.2 Tools used

A Self-made questionnaire was prepared as per following sub-divisions.

1. General information schedule

It consists of items like name, address, name of institute, name of library etc.

2. Conducting an interview study

A questionnaire was prepared and was given to each student (respondent) and data were collected personally by the investigator by making visit to respective college.

### 4.3 Data Analysis

Simple percentage was calculated to find out satisfaction of library users with respect to services rendered to them by respective libraries.

## 5. Results

### 1. Are you satisfied with the services rendered by the library?

Sr. No.	College Name	No
1	Government Engineering College, Bharuch	19
2	Dr.S. & S.S.Gandhy Govt. Eng. College, Surat	18
3	Government Engineering College, Valsad	17
4	GIDC Degree Engineering College, Abrama	17
5	Bhagwan Mahavir College of Eng. & Technology, Surat	15
6	C.K. Pithawala College of Engineering & Technology, Choryasi	16
7	Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli	19
8	Faculty of Engineering Technology & Research, Isroli	18
9	Laxmi Institute of Technology, Sarigam. (Bhilad)	15
10	Leads Institute of Technology & Engineering, Matar	16
11	Mahatma Gandhi Institute of Technical Education and Research Center,	17

	Bhanunagar	
12	Mahavir Swami College of Engineering & Technology, Bharthana	18
13	Pacific School of Engineering, Sanki	18
14	Sarvajanik College of Engineering & Technology, Surat	17
15	Shri S'AD Vidya Mandal Institute of Technology, Bharuch	16
16	Shri Swami Atmanand Saraswati Institute of Technology, Surat	21
17	Shroff S.R. Rotary Institute of Chemical Technology, Valia	19
18	Valia Institute of Technology, Valia	21
19	Vidhyadeep Institute of Management & Technology, Olpad	19
<b>Total</b>		<b>336</b>

## 2. Whether the collection is sufficient for your study?

Sr. No.	College Name	No
1	Government Engineering College, Bharuch	21
2	Dr.S. & S.S.Gandhy Govt. Eng. College, Surat	20
3	Government Engineering College, Valsad	21
4	GIDC Degree Engineering College, Abrama	20
5	Bhagwan Mahavir College of Eng. & Technology, Surat	22
6	C.K. Pithawala College of Engineering & Technology, Choryasi	22
7	Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli	20
8	Faculty of Engineering Technology & Research, Isroli	21
9	Laxmi Institute of Technology, Sarigam. (Bhilad)	22
10	Leads Institute of Technology & Engineering, Matar	20
11	Mahatma Gandhi Institute of Technical Education and Research Center, Bhanunagar	21
12	Mahavir Swami College of Engineering & Technology, Bharthana	22
13	Pacific School of Engineering, Sanki	20
14	Sarvajanik College of Engineering & Technology, Surat	21
15	Shri S'AD Vidya Mandal Institute of Technology, Bharuch	22
16	Shri Swami Atmanand Saraswati Institute of Technology, Surat	21
17	Shroff S.R. Rotary Institute of Chemical Technology, Valia	21
18	Valia Institute of Technology, Valia	21
19	Vidhyadeep Institute of Management & Technology, Olpad	21
<b>Total</b>		<b>399</b>

## 3. Whether the staff is competitive in giving suitable answers

Sr. No.	College Name	No
1	Government Engineering College, Bharuch	17
2	Dr.S. & S.S.Gandhy Govt. Eng. College, Surat	16
3	Government Engineering College, Valsad	17
4	GIDC Degree Engineering College, Abrama	16
5	Bhagwan Mahavir College of Eng. & Technology, Surat	15
6	C.K. Pithawala College of Engineering & Technology, Choryasi	14
7	Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli	15
8	Faculty of Engineering Technology & Research, Isroli	24
9	Laxmi Institute of Technology, Sarigam. (Bhilad)	17
10	Leads Institute of Technology & Engineering, Matar	16
11	Mahatma Gandhi Institute of Technical Education and Research Center,	16

	Bhanunagar	
12	Mahavir Swami College of Engineering & Technology, Bharthana	17
13	Pacific School of Engineering, Sanki	17
14	Sarvajanic College of Engineering & Technology, Surat	21
15	Shri S'AD Vidya Mandal Institute of Technology, Bharuch	12
16	Shri Swami Atmanand Saraswati Institute of Technology, Surat	11
17	Shroff S.R. Rotary Institute of Chemical Technology, Valia	12
18	Valia Institute of Technology, Valia	21
19	Vidhyadeep Institute of Management & Technology, Olpad	20
<b>Total</b>		<b>314</b>

#### 4. Whether computer facility is available?

Sr. No.	College Name	No
1	Government Engineering College, Bharuch	20
2	Dr.S. & S.S.Gandhy Govt. Eng. College, Surat	21
3	Government Engineering College, Valsad	20
4	GIDC Degree Engineering College, Abrama	21
5	Bhagwan Mahavir College of Eng. & Technology, Surat	22
6	C.K. Pithawala College of Engineering & Technology, Choryasi	20
7	Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli	21
8	Faculty of Engineering Technology & Research, Isroli	22
9	Laxmi Institute of Technology, Sarigam. (Bhilad)	20
10	Leads Institute of Technology & Engineering, Matar	21
11	Mahatma Gandhi Institute of Technical Education and Research Center, Bhanunagar	22
12	Mahavir Swami College of Engineering & Technology, Bharthana	20
13	Pacific School of Engineering, Sanki	21
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17	Shroff S.R. Rotary Institute of Chemical Technology, Valia	21
18	Valia Institute of Technology, Valia	21
19	Vidhyadeep Institute of Management & Technology, Olpad	22
<b>Total</b>		<b>399</b>

#### 5. Whether e-books/e-journals provided?

Sr. No.	College Name	No
1	Government Engineering College, Bharuch	12
2	Dr.S. & S.S.Gandhy Govt. Eng. College, Surat	11
3	Government Engineering College, Valsad	13
4	GIDC Degree Engineering College, Abrama	10
5	Bhagwan Mahavir College of Eng. & Technology, Surat	14
6	C.K. Pithawala College of Engineering & Technology, Choryasi	11
7	Chhotubhai Gopalbhai Patel Institute of Technology, Bardoli	11
8	Faculty of Engineering Technology & Research, Isroli	10
9	Laxmi Institute of Technology, Sarigam. (Bhilad)	10
10	Leads Institute of Technology & Engineering, Matar	13
11	Mahatma Gandhi Institute of Technical Education and Research Center,	13

	Bhanunagar	
12	Mahavir Swami College of Engineering & Technology, Bharthana	14
13	Pacific School of Engineering, Sanki	14
14	Sarvajanic College of Engineering & Technology, Surat	12
15	Shri S'AD Vidya Mandal Institute of Technology, Bharuch	13
16	Shri Swami Atmanand Saraswati Institute of Technology, Surat	11
17	Shroff S.R. Rotary Institute of Chemical Technology, Valia	12
18	Valia Institute of Technology, Valia	13
19	Vidhyadeep Institute of Management & Technology, Olpad	11
<b>Total</b>		<b>228</b>

1. Total 336 (59%) users told that they were satisfied with the services rendered to them by respective colleges.
2. Total 399 (70%) users told that collection of reading material in their respective colleges was sufficient for their study.
3. Total 314 (51%) users told that their respective library staff was competitive in giving suitable answers and in providing references and books.
4. Total 399 (70%) users responded that computer facility was available to them.
5. Total 228 (40%) users responded that they were provided e-books/ e-journals.

#### 6. Conclusion and Findings

1. Total 336 (59%) users told that they were satisfied with the services rendered to them by respective colleges.
2. Total 399 (70%) users told that collection of reading material in their respective colleges was sufficient for their study.
3. Total 314 (51%) users told that their respective library staff was competitive in giving suitable answers and in providing references and books.
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