ASSESSMENT OF USER NEEDS AND SATISFACTION : A CASE STUDY OF A.M. JAIN COLLEGE, CHENNAI

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Abstract
Information seeking as an event embedded in a complex interplay of personal and social factors possesses great resonance for information scientist. This idea has long enjoyed popularity in the ethos of library studies, but frequently loses out to the allure of a one- size-fits-all approach to reference work in the rush of day-today practice. Yet, if a person's information seeking encounter grows out of the whole of his or her experience, then generic reference solutions will not suffice. Assisting the patron in a search for information is more than a matter of locating the appropriate materials.

Keywords: Assessment-Needs- Case Study-User.

Introduction
Information access has been viewed as a cognitive exercise, as a social and cultural exchange, as discrete strategies applied when confronting uncertainty, and as a basic condition of humanity in which all individuals exist. In fact, information behavior may be a more appropriate term, rather than information seeking, to best describe the multi -faceted relationship of information in the lives of humans beings, a relationship that can include both active searching through formal information channels and a variety of other attitudes and actions, including skepticism and ambivalence.

Today, an information centre is an important part of our community life. It is an essential for the professionals, especially faculty members, scholars and it is considered as one of the important agents for communication of knowledge.

More research behavior and information gathering patterns of the user groups, will assist the library more effectively in developing programmers and using the resources and limited funds to achieve desired goals. Accurate and up to date knowledge about users and their information behavior is one of the essentials ingredients for any library system design.

Information Access
Information access behavior is an area of active interest among librarians, information scientists, communication scientists, sociologists and psychologists, information seeking behavior results from the recognition of some need, perceived by the user, who as a consequence, makes demands upon formal system such as libraries, Information centers. On- line services or some other persons in order to satisfy the perceived need. Information system exists to enhance the flow over utilization of information and augment the information processing function of man in reaching national decision in his/her day-to-day life.

User
A person who visit the library and benefits from its resources and services is generally termed as its user. He is referred to by different names such as reader, member, client, customer etc.

Information Needs
The field of user studies the investigation of ' information needs ' has presented seemingly intractable problems. If we date user studies from 1948 and the Royal Society Scientific Information Conference, with its several surveys of users information-seeking behavior, then the progress towards some theoretical understanding of the concept of ' information need ' has been slow.

Review of Literature
A user study was carried out by Crist, et al., (2000) in their study university of Michigan library to knows the use and satisfaction of users with library collections staff, physical facilities etc.

Padmma S. Vijakumar M. Vasudeven (2014) conducted a survey on information seeking behavior of VISL scientists of 84 Vishweshraraian Iron & Steel Limited, scientists on the use of formal and informal channels of communications which showed that journals are preferred for formal source on information for preparing course. Choosing the required document, utilization of reference sources, factor which hinders information, getting the document for various purposes has also been studied.

A wogbami (2010) carried out a study on the faculty members of twenty four Nigerian universities to discover their perceptions of Librarians and to determine the nature and extent of their interaction with the librarians.

Srinivasulu (1997) conducted a study of information seeking behavior of faculty in social sciences in S.V. University, Tirupati using the questionnaire method.

Objectives of the Study
In order to persue this study, the following objectives is framed according to the scope of this investigation.
- To identify the information gathering pattern among different users groups.
- To identify the different users groups of the A.M. Jain College Library.
- To identify the significant difference between respondents and their frequency of library visit.
- To identify the significant difference between respondents and their quantum of time spent.
- To identify the significant difference between respondents used different types of libraries.

A.M. Jain College: An Overview
The A.M. Jain College is justified not only for its long year of documented existence but also for its contribution to the intellectual, social and cultural life of India. A.M.Jain affiliated to University of Madras.

Library Layout
A M.Jain College is having a well established college library, the library having rare volume of books. It is supporting with teaching and research activities of more than 8 departments. The library is well equipped with recommended titles with multiple copies of books. The collection development activity of this library is based on the recommendations of the head of the departments of the college.

Research Design
A structured questionnaires was distributed to the A.M. Jain College students, which was selected randomly for collection the primary and secondary data. the primary data has been collected by employing questionnaire. All 105 questionnaires were distributed among the faculty members, Research Scholars and Students, in .A.M Jain College. Out of 105 questionnaires distributed, 90 were received back. The response rate is 85.7%. A total numbers of 90 questionnaires were analyzed for the present study. The secondary data have been collected from sources like textbooks, reference books, National and International Journals and Magazines. Along with use of different kinds of records of maintain in the A.M. Jain College.
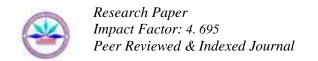
Data Analysis

Table1: Sex wise respondents

S. No		Sex		Total
	Status	Male	female	
1	Under graduate	47 (81.0)	11 (19.0)	58
2	Post graduate	16 (72.7)	6 (27.3)	22
3	M.phil	2 (66.7)	1 (33.3)	3
4	Faculty members	7 (100.0)	-	7
	Total	72 (80.0)	18 (20.0)	90

Table 1 Present the different kinds of respondents participated in the survey. It reveals that out of 90 respondents 72 are males and 18 are female.

Table 2: Frequency of library visit

S. No	Status	Daily	Once in a week	Twice a day	Three times in a week	Occasionally	Total
1	Under graduate	25 (43.1)	14 (24.1)	12 (20.7)	4 (6.9)	3 (5.2)	58
2	Post graduate	9 (40.9)	7 (31.8)	3 (13.6)	2 (9.1)	1 (4.5)	22
3	M. phil	1 (33.3)	1 (33.3)	-	-	1 (33.3)	3

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| 4 | Faculty members | 3 (42.9) | 2 (28.6) | 1 (14.3) | 1 (14.3) | - | 7 |
| | Total | 38 (42.2) | 24 (26.7) | 16 (17.8) | 7 (7.8) | 5 (5.6) | 90 |

It is evident from table 2, 38 respondents are visiting to the library daily, 24 users are visiting to the library once in a week, 16 user are visiting twice in a week,7 respondents are visiting three times in a week, and rest of other user visiting occasionally.

Table-3 Quantum of time spent by the user's during their each visit

S. No	Status	Less than one hour	Two hours	Three hours	More than five hours	Total
1	Under graduate	18 (31.0)	18 (31.0)	20 (34.5)	2 (3.4)	58
2	Post graduate	7 (31.8)	10 (45.5)	4 (18.2)	1 (4.5)	22
3	M. phil	1 (33.3)	1 (33.3)	1 (33.3)	-	3
4	Faculty members	2 (28.6)	4 (57.1)	1 (14.3)	-	7
	Total	28 (31.1)	33 (36.7)	26 (28.9)	3 (3.3)	90

Data present in table 3 indicate the quantum of time spent by the users of A.M. Jain college have spent a maximum time of two hours and 28 users spent below one hour in during their each visit. It was found out that 33 users spent two hours, and only 26 respondents visits three hours, very few respondents are visit more than five hours. Majority of the users spending long time during their each visit, it is to assure that the library has efficient and effective collection.

Table-4 Respondents used different types of libraries

S. No	Status	G/PL	DL	CL	UL	Total
1	Under graduate	11 (19.00	27 (46.6)	18 (31.0)	2 (3.4)	58
2	Post graduate	5 (22.7)	10 (45.5)	7 (31.8)	-	22
3	M.phil	1 (33.3)	-	2 (66.7)	-	3
4	Faculty members	2 (28.6)	3 (42.9)	2 (28.6)	-	7
	Total	19 (21.1)	40 (44.4)	29 (32.2)	2 (2.2)	90

G/PL-General/Public Library, DL-Department Library, CL-College Library, UL-University Library
The above table 4 is seen that, 40 respondents are used the department library and 29 respondents used college library, 19 respondents are used General/ Public Library. Very few respondents are used university libraries. The results show that the majority of the users prefer to use the Department library.

Table 5: User preference to the reading material

S. No	Status	Books	Reference sources	Periodicals	Thesis & Project work	Total
1	Under graduate	30 (51.7)	19 (32.8)	6 (10.3)	3 (5.2)	58
2	Post graduate	9 (40.9)	11 (50.0)	2 (9.1)	-	22
3	M.phil	-	3 (100.0)	-	-	3

4	Faculty members	1 (14.3)	5 (71.4)	1 (14.3)	-	7
	Total	40 (44.4)	38 (42.2)	9 (10.0)	3 (3.3)	90

Table 5 show that type of documents used, 40 users are first preference to readings books, 38 respondents are preferred to use reference sources, 9 users are preferred to periodicals, 3 respondents are preferred to use thesis and project work. So its concluded that majority of them preferred reading books.

Findings and Conclusion
- Out of 90 respondents more than 70 of them are males.
- Among the total respondents more than 40 percent of them visited the library daily.
- The quantum of time spent by the users more than 35 percent of them spent 2 hours.
- More than 40 of the users prefer to use the department library regularly.
- More than 40 percent of the user prefer reading books.
- It is concluded that more than 80 users of A.M. Jain College are fully satisfied with library collection and services.

Conclusion
The users of the Jain College Chennai have started using a variety of information resources for their own use. Information exists to enhance the flow over utilization of information and augment the information processing function of man in reading national decision in his/her day to day life. The user are prefer department library, than reading books, and also satisfied with library collection and its services. So, It becomes imperative for the users to use resources so as to keep themselves updated with latest technology.

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