1.0 Introduction

Indian history reveals from Ramayana, Mahabharata, Geeta and other literatures which are popular among the users from ancient era to till date. After 18\textsuperscript{th} century industrial revolution took place in World countries, simultaneously urbanization went hand to hand. The second half of 20\textsuperscript{th} century got IT (Information and Technology) revolution and limits of user study become unimaginable. Today worldwide scenario shows that there are number of disciplines in practice i.e. teaching and learning. Therefore, number of users are required their study material in the form of books, reference books, journals, e-books, e-journals, online or offline reports of private and public sectors.

Health science is not apart from this changing process. The health science sector has got tremendous changes in relation with library services and library material on one hand, on the other hand day by day stakeholders are increasing very rapidly. To sustain the activities of the increasing number of college and institutions and the growing community of students, there have been a corresponding increase in the number of medical libraries and their collection. In view of this increase the Government of India appointed a “Health survey and planning committee” to examine the high cost of medical education. The Hajra Committee report (1962) recommended steps to minimize the financial load of Medical education\textsuperscript{1}.

With regard to libraries, it stressed need for the establishment of central libraries in cities. It strongly recommended that in order to promote in depth use of libraries facilities, libraries should be kept open to permit students to read during the non-working hours and to introduce the system of Book Bank. It had also made recommendation library acquisition of foreign literature in loose leaf form and to get it bound in India. The committee opined that library should be under the charge of persons who are qualified as librarians and it was agreed that Rs. 1,00,000/- (One lakh) would be adequate for book and journals for a library as an initial outlay.

A land mark of the medical library development of India took place in 1966, when the central medical library of the Director General of Health services, Delhi was designated as National Medical Library. This step has facilities to disseminate relevant literature and information to the medical community of the country. During 1978-79 in
106 medical colleges, the annual total admission capacity was about 13,000 and annual output was 10,000. However, the libraries were not improved to meet the information needs of such vast number of users. The number of Medical Colleges was increased by 05 in 1985 over 1982. But there were no improvement in the state of the libraries from that of 1970s.

A significant feature of late 1980s is MEDLARS Operation in India. In November 1987 an agreement was made between NLM (National Library of Medicine US) and NIC (National Informatics Center) for accessing MEDLINE and POPLINE (Population on-line) database directly “on – line” and the project is in operational since 1988. The ICMR-NIC (Indian Council of Medical Research- National Informatics Center), New Delhi is providing services to users in India2.

The health science libraries comprehended three core elements:

A. Information Users
B. Information Sources
C. Information Services

A) Information Users.

Medicine is a leading discipline as well as profession and vocation not only India but also all over the World. The user community of medical colleges, consists of undergraduates, academicians and practitioners. Every individual needs to acquire recent knowledge through different sources of information to operate effectively in his chosen field of profession. Therefore, library is only best source than any other sources of information to users.

Students.

The demand of this community is specific but in high magnitude. Their requirements include literature which provides basic knowledge in particular subjects of their study, which is taught in class. They need basic text books, reference, journals and some reference tools.


**Academician and Practitioners**

The user community of this category has a dual role of teaching and clinical practice. The requirement of this community is versatile because of their knowledge level, they are always concentrated to get new ideas to develop the skills as well to innovate new methods and concepts which requires the students and society. Hence, they are required books, journals, indexing and abstracting periodical reports of meetings, recent online information and conference proceedings etc.

**B. Information Sources.**

The medical literature in health science library can be divided in two broad groups.

I. Basic medical science, comprising Anatomy, Physiology, Pathology, Pharmacology, Forensic Medicine and Samhita.

II. Clinical Medicine comprises General Medicine (Kayachikitsa) Pediatrics (Koumarbritya/Balrog) General Surgery (Shalya) Ophthalmology (Netrarog) E.N.T. (Shalakya) Obstetrics and Gynecology (Strirog and Prasutitantra) etc.

III. E-sources: MEDLARS, MEDLINE and POPLINE etc.

**C. Information Services**

The Medical librarianship require a degree of confidence and expertise. While articulating the libraries contribution to the special enterprise for the services offered to health science users should be at an advanced level with information packages in relevant areas. There is an increasing demand for processing of data and retrieval of information at the quickest possible time. The services provided through conventional or no conventional means, generally include provision of physically access to resources document delivery services with the help of effective internal and inter library leading services supported by photo copying, reference services, current literature services by generating in house general alerting services and specialist SDI services and the use of introduction services etc. According to Beatty “The Characteristics of medical library can be summed up in the phrase active and imaginative service and research” 3.
USER STUDY

For a long time, the users even in a scientific library were considered a neglected component by librarians. But today, the situation has been changed. The librarian has recognized the significance of users as most vital component in the communication cycle. In fact modern libraries are becoming more and more user oriented. The present trend towards national information system has made the need for user studies more significant.

Users are the type or recipient of information in the communication cycle. It is therefore, necessary to conduct from time to time users studies in order to determine the use of, need for and demand of information and also to be acquainted with users behavior. In fact that user studies are necessary for meaningful library service it is realized in western countries half – a – century ago.

Definition of User

The definition of information user is as given by the information security Glossary.

"An Information User is the person responsible for viewing / amending / updating the content of the information assets. This can be any user of the information in the inventory created by the Information Owner."\(^2\) The two other definitions of information User are given as further.

"A person permitted to use an electronic database or other online resource under the provisions of the vendors licensing agreement signed by the library or information service providing access called as User."\(^3\)

"The person for whom any search requiring the use of library resources or other information services is performed."\(^4\)

Types of User

"It is very difficult to state different types of library users. In general, the library users may constitute of the students, teachers, and researchers, scholars, authors and writers, planners and policy makers, business managers and executives, entrepreneurs and industrialists, bureau carts, and the general public."\(^5\)
The basic groups of users can be distinguishing according to the different kinds of activities in which the users are engaged. The main types of users are as follows.

1. The academic activities: the users like students, teachers, researchers, academicians etc.
2. The operational / development activities in the fields like agricultural, industrial, medicine etc. the users can be technicians, practitioners, manufacturers, scientists etc.
3. The developmental activities in private and public sectors: the users can be managers, planners, decision makers, executives, etc.

**The Role of the User**

The user continuously interacts with the information unit. In fact, the very existence of information units owes to its users. The user is involved in most operations of the documentary chain: He knows certain sources of information which he is able to weigh up and communicate. He can contribute to the selection of and sometimes even decide on conventional literature about which he is more directly informed. He can and in fact should develop some of the working tools, such as the documentary language, analysis grids, file structure and formats; and he may or may not be closely associated with contents description, the information of search strategies and the evaluation of search results. He utilizes the products and services of the information unit and states what he wants and how it should be presented. He also play a key role in the circulation of information.

**USERS REQUIREMENTS FROM LIBRARY**

The user is a significant aspect of any library. Growth of library depends upon the number of users. Generally the user always requires good and healthy services from the library. The users indirectly concern with working period of the library, the library collection, infrastructural facilities, right services to right users in right time,

Generally, we use two terms regarding the stakeholders of library i.e. reader and user. In the context of the library the term 'Reader' is called as "Who reads the book is reader", whereas the users defined as "Who makes the use verify of documents of the library."
Reader or user is known as who use library such as periodicals, Standards, Reports, Thesis, Dissertations, Microforms, Tapes, CDs, Floppies and computer database etc. for gaining knowledge, guidelines for professional development, research and entertaining etc.

Out of these some documents or reading materials are not used. They are not permitted to read with naked eyes. To use or browse these, some kinds of equipments are required for reading such material. In this context the term 'Users' is fully employed to represent the seekers of information. Users are continuously imparted the information as per requirement.

Therefore, it needed to understand the users of the library systematically. For the purpose of the study the term users and reader taken in the context of use of library and the meaning of both are the same.

**USERS INFORMATION**

All activities and programs in information handleings are entirely based on the needs of users (seeker). In any library, different users' categories have different need for information, depending upon their function, responsibilities and the extent of their involvements in their respective program and academic curriculum. The information users group includes, government officials in a wide ranging spectrum, from the top-policy and planning levels down to the hierarchy of the officials and parliamentarian, judges and judiciary, industrial entrepreneurs and business executive, teacher, students agriculture and farmers, practitioners in medicine, law and other professions, level workers in urban and rural setting, R & D in the corporate and academic institution and the general public. After looking to the different categories of the users information need vary considerably, because every one's need to complete the assigned job is different.

For matching the information need of individual users with the sources of information, document it for accessibility and organize it in terms with responsive and anticipatory services. While doing such exercise, it should be based upon a careful assessment of information requirements. Hence, policy guidelines are essential to obtain complete information and data on users' requirements.
When users are coming to the library, with a earlier experience that librarian can satisfy them. But always it is not true. Because, unless and until users are not expressing their needs and wants clearly and properly to the library manages, it is very difficult to fulfill their requirements satisfactorily. It is a job of the information officer to make users comfortable and elicit their needs by putting series of simple questions.

It is observed that most of the information users are still not aware of the role of information officer or specialist in providing pinpointed information. There should be mutual understanding between information users and the information specialist which will lead to establish smooth flow of information. The information specialists are the persons to assist them in the selection, processing and disseminating right type of information at right time at right person for right purpose. The library profession is ment to serve the information users. They should try to understand the users need and help them in gathering, organizing, analyzing and replacing the information to suit the exact, requirement of information users.

**DEFINITION OF INFORMATION**

There are many people who defined about the information. The Living Webster Encyclopedia Dictionary of the English Language defines as information as

"News or intelligence communicated by word of in writing; facts or data; knowledge derived from reading or instruction, or gathered in any way, intelligence communicated which help individual to become intelligence. It means the news which is communicated through mediator becomes information.

Random House Dictionary of the English Language mentioned about the information as, "Any Knowledge gained through communication, research instruction etc. via communication becomes the information which is available to everyone." It seems that knowledge through communication, become information.

According to ALA (American Library Association) World Encyclopedia of library and information service "The Term Information is used with a variety of meanings. Some identified it with communications over transmission lines, measured by the statistical properties of signals, some identify it with recorded facts; some with content of text, some with the experience stored in the human mind."
Information is a property of data, resulting from or produced by a process performed upon the data. The process may be simply data transmission. Transmission of Knowledge becomes information by various Medias or signals.

In short, in all the definitions from various dictionaries and sources, the common thing mentioned is "Communication through various modes of knowledge becomes the Information."

The information is called as statement or facts or figures which are conceptually interrelated by the way of reasoning it is regarded as a national resource like energy, water, air etc. and important things for the development of nation. Providing information means, improving the management skill of enterprises with different types of needs and services of all mankind.

It has been observed that there are different types of users who need of information to fulfill their day-to-day wants and needs. It can only be fulfilled as per their requirements. Generally in the field of education, research and a few others sectors / fields, the information systems have been developed to disseminate and make available required information which will fulfill the several types of expectation, use searching behavior and adopt methods for satisfying their needs. The information activities of the users are determined by their socio-economic, educational background, their own characteristic behavior patterns, reading habits, approaches to information etc.

**Concept of User Information**

The term 'User' in the context of information chain may be at the end. The generator of information, who comes in the beginning of the chain, may also be an 'End User' of information. In the context of database, he is the 'Searcher', a user may be a 'Researcher' he may be a middle man or liaison officer in the dissemination of information. Thus, the term 'User' is complex, varied and unclear.

In a library or information centre environment, the users are the last link or the recipients of the information in the communication cycle. There are a number of terms used as synonyms or near synonyms to user such as patron, reader member, customer etc. The user is an important component in an information system. This vital fact was not recognized for a long time by our information managers. It has been revealed from the library and information science literature that for a long time information workers focused their students only on components of information system except users."
The user is also called as patron, client members of the library, customers and the readers. All these terms are called synonymous terms for the users. The user is one of these who make use of information.

The information is used by the user for specific purpose and one has to see the effects happened to the often use of information. If the expected effects are there, then the users are happy, satisfactory with the information provided to them.

The users are an important component in any information system. The user community in academic library system constitutes teachers, students and educational administrators. To create information awareness and to promote the use of information, it is necessary to know the needs of users. Assessment of user needs has been developed by the present age of information explosion.

**INFORMATION REQUIREMENT**

Information requirement depends upon users demand or needs. The user’s requirement may be contained in a document under the collection of library or information center or the databases located at various places and concerns of the world, which can be accessed through the network. Library staff obtain required information in minimum possible time where as users should able to develop attitude of viewing their library collection or sharing resources through different library modes. To meet the information requirement of users library has to provide systematic orientation program and user education which will finally lead to meet their needed or required information.

**DEFINITION OF INFORMATION REQUIREMENT**

There are many definition of information requirement whereas, The Encyclopedia Dictionary of Library and Information Science mentioned as :

"Information requirement is the result which is required from only series of data processing operations, e.g. the information required by management as output from a system."

Information requirement means what is needed, what is wanted or demanded and can therefore be usefully employed to cover all the categories. Many studies of needs have been studied the management as output from a system.
INFORMATION SOURCES AND ITS USE

Information is defined as human thoughts and their communication. It has wide range of concern and in the sake of behavior voice and language. Man is a social animal and creator of information and who lives in society. He expresses his thought through expression and voice. The information, which has become a source of communication, is oral or written communication which has been called documentation or communicated to the needy persons in a proper and systematic way. Such types of documents are called information. So information has been communicated and afterwards it is useful to the needy persons. There are three types of documentary sources Primary, Secondary and Tertiary sources.

BARRIERS OF INFORMATION

Information in a broad sense of term includes not only merely transference of information but also the of feelings, wishes, commands desires. It covers the use of natural language as well as voluntary or involuntary feelings, emotions, gestures etc. Increase in the cost of the information is an important barrier in the information market. Technical, financial, economic, and social, administrative and political some of the factors affect the information, in the felling manner:

a) Poor presentation of document products.
b) Less number of copies.
c) Complicated system.
d) Language barrier.
e) Communication gap between library and users.
f) Marketing of Information.
g) Users awareness
h) Users tendency towards ICT and its use.
i) Poor infrastructure facility.

DEFINITION OF USER STUDY

The term ‘Users’ refers to the users of the library / Information/ Documentation center and its resources. Users are individuals. In designing information system users are indifferent and classified into types of users.
Information needs refers to the individual needs of users reading information. The users’ needs should be satisfied by the specific information system used by him.

Line defines a “User study as a systematic collection of data from the users about the use of libraries”.

For social phenomena a survey method is an effective and sensitive instrument for collecting relevant data. Since libraries and information centers are social institutions, the survey method has been adopted with success as a basis for many investigations into library services and users. The accurate data and generated by the investigations can be used for making policy decisions or for implementing long range plans.

2.0 STUDY AREA

Kolhapur district is one of the socio-economically leading district of Maharashtra state. The study area has historical background. The Kolhapur district was formed in 1949 after formation of Mumbai (Bombay) state. The study area is the part of south-west Deccan trap and it is located in most southern margin of Maharashtra state. The latitudinal and longitudinal extension of Kolhapur district are 15° 43’ to 17° 17’ N and 73° 40’ to 74° 42’ E respectively. The four side boundaries of the study area are delimited by Warana river in north, Belgaum district of Karnataka state to east, Goa state in south and Sindhudurg and Ratnagiri districts of Maharashtra state in the west. The study area has undulating topography but in particularly in the eastern side, most of the land is plain but western area is under the dominance of Sahyadrian range and its eastward stretches finger ranges. It has occupied 7745 sq km area under 12 tahsils and they have 18 medical colleges. Tahsil-wise medical colleges are 03 in Panhal, 06 in Karvir, Hatkanangale has 04, 02 in Shirol and Gadchingalaj has 03. The remaining tahsils i.e. Shahuwadi, Chandagad, Radhanagari, Bhudargad, Ajara, Kagal and Bavada have no any medical college.

The study area was having 3,876,001 populations with 501 population density per km² according to 2011 census. The sex ratio in Kolhapur district was 957 per 1000 male population and literacy rate was 79 per cent.