Abstract

Nowadays, information is a basic necessity of everyday life. For anything and everything information is required. Information can be obtained or retrieved from a variety of sources. Libraries serve as a center for providing the right information to the right people at all times. Evaluation of the library and information services is one of the major concerns and an integral part of library and information science practitioners. User studies are to be recognized as an important part of the information packages. Information providers like the library and information centers need to be aware of their users’ information requirements as well as their information seeking and information retrieving methods in order that they might be able to provide better services. This paper attempts to study the library services and its users in Panjab University Library, Chandigarh. This study examines several aspects of library use, including frequency of visiting the library, user satisfaction from library services and library collection. The study also covers the use of computer base services in the library. Some suggestions are also provided on the basis of study for enhancing the user satisfaction level.

Key Terms

CD ROM, INDEST, Search Engines, Information Resources.