Library is a service oriented institution. A lot of money is spent on establishing a library, collecting reading materials and running it. Unlike public libraries, academic libraries support the curriculum and teachings of their parent body by collecting reading materials as per the curriculum. If students, teachers, research scholars are not kept aware of their collection and services then the collection has no meaning and on the other hand it adversely affects the quality of education of the Institute. Users education is the only method which can help the users in making full use of library resources. And it is a potent means of establishing contact between library resources and the users, which is a part of the Reference Service. Recognizing its usefulness and effectiveness, many academic and large libraries conduct UEP and it has been gaining popularity in academic libraries in the west. Now it has become a part of the Reference Service and has become a regular phenomenon in their readers service activities. The following paragraphs try to throw some light on the various aspects of the UEP.

**Definition**

In order to make new users, i.e. students, teachers, research scholars etc. familiar with the library collection and resources, sections, services and to each them the basic skills in retrieving their desired materials, some libraries conduct a series of programs, called Users Education Programme (UEP). Most of the libraries carry out library orientations while some others only conduct library tours, but most important of all is the bibliographic instruction/ literature search training which seems to have been forgotten (ignored ?) by libraries. Actually the combination of all of the above three components form a complete Users Education Program. It is also a part of Reference Service.

**Necessity**

Without such programs, it is likely that new entrants, like students and others get scared and intimidated by large collections, sections. They find it difficult to retrieve/locate the materials they need most. Not knowing what the library can offer, some of them stop coming to the library from the very beginning. Most obviously, most of the users even do not know what and where the materials in their subject field have been kept and how to find them. Having not been apprised of the rules and regulations, they sometimes create
problems to themselves to other members and also the library management.

All of the above facts created a necessity of establishing contact between users and library materials by means of UEP. Finding it very useful, all the large academic libraries have integrated the UEP in their readers service part.

Objectives

The objectives of conducting such UEP are:

- To make new users familiar with various sections and collections of the library and with the key persons they come into contact during their library use.
- To help them find their desired documents instantaneously by giving them bibliographic instructions, and teaching them about retrieval skills.
- To make them aware of library rules and regulations.
- To inform them about library services and facilities, such as Internet/Audio Visuals, Photocopy etc.

Components of UEP

UEP generally comprises of three components. Usually all of them form a well balanced UEP if carried out with adequate care and preparation. These 3 components are as follow:

a. Library Orientation/Briefing

New users are taken to a lecture hall and explained all about the library by means of (i) Lecture (ii) Using transparencies, Audio visuals, Multi-media or (iii) By combinations of all of the above. Information to be included in briefings:

- General introduction of the library, its history and present status.
- What we have, i.e. no. of collection, books, periodicals, CD-ROMs, AVs, etc.
- Where they have been kept, i.e. various sections, collections viz. Reference, General sections, etc.
- How they have been kept, i.e classification notation sequence, catalogues and search techniques.
- What else we do offer, i.e. other services such as photocopying, the Internet, E-mail facilities, seminar/discussion room facilities etc.
- Membership procedures, Circulation and loan services
- Library rules and regulations (borrowing, overdue, lost books, do's and don'ts etc.)
- Future programs, if any.

b. Guided Tour

After the orientation, users are taken to various sections around the library and explained each and every section, collections and services. In addition to the visits of all the sections they are introduced especially to the collections, which are very relevant to their subject of interest, e.g. for the students of economics, the sections where books and reference materials on economics have been kept are made known to the users and dealt with in depth. Similarly, for the students of chemistry the relevant sections/collections are made familiar to them with more emphasis.

c. Bibliographic Instruction/Literature Search Training

It is often termed as "how-to-find-what" instruction, it is usually carried out before or after the guided tour. It generally consists of:
Classification notation sequence; in the case of DDC, 001-999.

Information contained in a card catalogue and computer catalogue.

Search procedures:
- Subject approach (specific subject of their interest)
- Title approach (Omission of the articles A, An, The)
- Author approach (surname first) etc.

Benefits of UEP

The benefits of UEP are both tangible and intangible. Some of the benefits are listed below:

On the part of users -
- It makes the users familiar with the library and its various sections, its collections, services offered, etc.
- It helps the users retrieve their materials with ease and in less time. Thus most of the five laws of Library Science are fulfilled.
- The users become aware of library rules and regulations thereby minimizing the problems that would otherwise arise in the future.
- The users begin to realize that the library...
cares for them/their needs and the librarians are for their help.

- It helps recultivate reading habits in them.

**On the Part of Library**

- If the UEP is carried out in an interactive manner, the library certainly gets feedback from the users regarding collection, service, etc.
- As the users know the skills to retrieve and locate their materials by themselves, the library personnel's time is saved to a great extent. It also helps in gaining goodwill and establishing a contact between the library staff and the users.

**Conclusion**

Realizing the sentiments of the 5 Laws of Library Science as propounded by SR Ranganathan, libraries, especially academic, should conduct such UEP every year because users are the only people who make the library a real library and they can make it a shrine worth to be visited repeatedly, without them the very purpose of establishing a library comes to an end.