

User needs in Tanzania's Academic Institutions

by

Nyerembe, Malima, P.

Abstract

This paper examines user needs in academic institutions in Tanzania and how they are being satisfied. It notes that no user needs surveys has ever been conducted in academic institutions in Tanzania and argues that user needs are of various types e.g. graduate students, undergraduate students researchers, administrator, individual and others. I give some practical steps in identify the needs of your client, the documentation and information service that you would provide to satisfy those needs will initiate action and bring about changes in clients, their outlook and in the organization as a whole The paper concludes that user surveys should inform the library's policies and planning.

Keywords:

User needs; Academic Institutions;Tanzania