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Library workers have to deal with users everyday. With the increasingly indepth services provided to the library users, there are even some people who suggest to creat a study subject called "user studies". However, there are often inconsistent views among librarians on what kind of people are counted as users, how many different kinds of users are there and what are the relations between these user groups. It is the author's opinion that users can be divided into two major categories, which are the current users and the potencial users. they can be further divided into four groups according to the differences in their reading ability, behavior and psychology -- mature user, growing user, non-reading user and illiterate user. These groups might interchange in nature, but the gououp of mature user is unlikely to change into the te later kinds.

Illustrating 1.

Users — Research

User gourps — Division

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