# Opinion and Satisfaction of State Central Library (Connemara Library) in Tamil Nadu: A Study

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Abstract

*This paper discussed the opinion and satisfaction of the users of State Central Library (Connemara Library) in Tamil Nadu. The relevant data collected through questionnaires from different kinds of user communities. Totally 300 questionnaires were distributed among users, including 180 questionnaires to Male and 120 to Female respondents. Out of 300, 272 questionnaires were received, including 170(56.67%) from Male and 102(34.00%) from Female and the responses rate is 90.67%. It found that the majority of the respondents were' Male and most were qualified with 'UG'.*
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Keywords
State Central Library; Connemara Library; Sources of Information; Satisfaction

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## I. Introduction

A social institution founded on the idea of democracy, public libraries are run by, for, and with the help of the general public. According to S.R. Ranganathan, it is a library that is run and owned by the local community for the purpose of sharing books and similar resources with local residents as a free service. Librarians According to the glossary, a public library is one that is entirely or partially funded by public resources and whose usage is open to all members of the community without restriction. According to the Encyclopaedia of Library and Information Science, a public library is a tax-funded organisation that makes its collections, facilities, and services available to anybody. It always strives to meet the informational, educational and recreational needs of the community by providing collection and services. Maximum utilization of library resources and services by the users is the main motive of a public library.

### 1. 1. Connemara Library

The Madras Presidency's capital, Madras, in the British Indian Empire, hosted the Madras Museum, which had a modest library that Captain Jesse Mitchell established in 1860. In Hertford Heath, Hertfordshire, where Indian Civil Service employees received their education, hundreds of books were discovered to be surplus in the library of Haileybury College. These books were delivered to the Madras Government, which then donated them to the Madras Museum. It was designed along the lines of the British Museum Library and was a part of the Madras Museum until 1890, when the then-Governor of Madras, Lord Connemara, laid the foundation stone on March 22, 1890, in response to the need for a free public library.

It was founded in 1896 and was given the Anglo-Irish aristocrat Lord Connemara's name (who at the time served as the past Governor). The library was in fact essentially free; nevertheless, a small deposit was required. With the passage of the Madras Public Libraries Act 1948, which was the first coordinated effort in India to institutionalise, structure, otherwise coordinate, and organise public library services, it became the state's main library. One of the biggest libraries in Asia is this one. A large book collection, a highly sought-after textbook section, a periodicals hall, a reference room, a video room, an entire floor dedicated to literature in Indian languages, a Braille Library, and an IAS study centre are all features of

the new building, which was added to the library in 1973. The library database is being entirely computerised, which could provide simple access to books. There are more than 600,000 books in the library's collection.

## 2. Review of Literature

Sung et al. (2013) stated in a study at UK that There were four stages of community engagement (CE) in Citizens' Eye, including informing, consulting, involving and empowering. Firstly, local communities were informed about news, events and voluntary opportunities in Citizens' Eye and those specific news agencies. Secondly, local communities were consulted through offering their feedback on the decisions and services that affected them in Citizens' Eye. In another study in Australia, Slatter and Howard (2013) emphasized most on the benefit of each participant which was community engagement, with all positive impacts on local communities arising as a result of the makerspace. Although there were significant differences in participants' individual experiences, each described similar benefits provided by content-creation spaces. Sandhu, P. K. (2016) studied that majority of the library users read every day. Their purpose of reading in the library is to update their knowledge. 30% of the library users visit library once a week. Majority of the respondents visit public library to read newspapers. The main reason for not coming to the library is lack of time. In a recent study, Majumder (2017) proposed some programmes which can be taken to provide CIS, i.e. public relation, information literacy and its marketing, distance education, preparation of information file, preparation of computerized database, Internet and world wide web, preparation of area profile, identification of the needs of community, networking among community information centers, collection and preservation of indigenous knowledge, computer awareness programmes and training about Internet. Jose, J. (2020) Assessed the public library system in India obliges pressing serious cosmetic touch up. An enormous financing and support service system is required for public libraries in India today to make them true information resource centers for individuals. This paper gives a fundamental thought towards the current status of public libraries in India and the necessity for change through a public-private partnership.

## 3. Objectives of the Study

The purpose of the study is:

- To identify the frequency of visit by users in State Central Library,
- To know how much time is spent for accessing the resources.
- To identify the sources of the information among the users.
- To know the satisfaction of services in State Central Library.

## 4. Scope of the Study

The present study is aimed to analyse the satisfaction among the users in State Central Library, Tamil Nadu. This study only focuses on users who visited State Central Library, Tamil Nadu during the data collection period only and others not taken for this study.

## 5. Methodology

The paper's main objective is to study the satisfaction among the users in State Central Library, Tamil Nadu to identify their library visit, status, time spent, sources of information and satisfaction library services areas. 300 questionnaires were distributed among the respondents and 272 filled in questionnaires were obtained. Sufficient time was given to the respondents to furnish the information. The data collected through the questionnaire was analyzed with simple percentage, average and Chi-square test.

## 6. Data Analysis and Interpretation

The collected information is tabulated by using statistical method, table and percentage. The data analyses are given below:

### 6.1. Study of the Population

This attempt is to find out the satisfaction among the users in State Central Library, Tamil Nadu and it is shown table 1.

**Table 1: Distribution of questionnaires**

| Sl. No | Gender | Questionnaires Distributed | Percentage | Questionnaires Received | Percentage |
|---|---|---|---|---|---|
| 1 | Male | 180 | 60 | 170 | 56.67 |
| 2 | Female | 120 | 40 | 102 | 34.00 |
| | Total | 300 | 100 | 272 | 90.67 |

The above table 1 shows that the distribution and received questionnaires among the users in State

Central Library, Tamil Nadu. Totally 300 questionnaires were distributed among users, including 180 questionnaires to Male and 120 to Female respondents. Out of 300, 272 questionnaires were received, including 170(56.67%) from Male and 102(34.00%) from Female and the responses rate is 90.67%.

### 6.2. Age-wise Distribution of Respondents

The study aims to determine the age-wise distribution of the respondents based on their opinion and responses shown in Table 2.

**Table 2:** Age-wise Distribution of Respondents

| Sl. No. | Age Frequency | Male | Female | Total |
|---|---|---|---|---|
| 1 | Below 30 | 18(6.62) | 22(8.09) | 40(14.71) |
| 2 | 31-45 | 78(28.68) | 47(17.28) | 125(45.96) |
| 3 | 46-60 | 48(17.65) | 23(8.46) | 71(26.1) |
| 4 | Above 60 | 26(9.56) | 10(3.68) | 36(13.24) |
| | Total | 170(62.5) | 102(37.5) | 272(100) |

*(Figures in Parenthesis denote percentage)*

The table 2 depicts the age wise distribution of the respondents in state Central Library, Tamil Nadu against the gender. Among the 272 questionnaires, 170(62.5%) were replied by Male which consists of 18(6.62%) of them 'Below 30', 78(28.68%) of them in the age of' 31.-45', 48(17.65%) of them in the age of' 46-60' and 26(9.56%) of them in the age of 'Above 60'. Similarly, 102(37.50%) female respondents were replied, 22(8.09%) of them 'Below 30', 47(17.28%) of them in the age of' 31.-45', 23(8.46%) of them in the age of' 46-60' and 10(3.68%) of them in the age of 'Above 60'. It is observed from the table, the majority of the respondents are 'Male.

| **Chi-Square Tests** | | | |
|---|---|---|---|
| | Value | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square | 7.469[a] | 3 | .058 |
| Likelihood Ratio | 7.348 | 3 | .062 |
| Linear-by-Linear Association | 6.114 | 1 | .013 |
| N of Valid Cases | 272 | | |

The Chi square test has been administered to identify the significance and the calculated value for all the variables were less than the table (at 5% level of significance) which indicated the variables are not significant towards the age wise distribution of the respondents by gender.

### 6.3. Qualification-wise Distribution of Respondents

The study aims to determine the educational qualification wise distribution of the respondents based on the opinion and responses shown in Table 2.

**Table 3:** Qualification-wise Distribution of Respondents

| Sl. No. | Qualification | Male | Female | Total |
|---|---|---|---|---|
| 1 | Below SSLC | 10(3.68) | 12(4.41) | 22(8.09) |
| 2 | SSLC | 31(11.4) | 17(6.25) | 48(17.65) |
| 3 | HSC | 30(11.03) | 11(4.04) | 41(15.07) |
| 4 | UG | 38(13.97) | 25(9.19) | 63(23.16) |
| 5 | PG | 36(13.24) | 17(6.25) | 53(19.49) |
| 6 | Technical | 25(9.19) | 20(7.35) | 45(16.54) |
| | Total | 170(62.5) | 102(37.5) | 272(100) |

*(Figures in Parenthesis denote percentage)*

The table 3 states the educational qualification wise distribution of the respondents in state Central Library, Tamil Nadu against the gender. Among the 170(62.5%) Male respondents, 10(3.68%) of them 'Below SSLC, 31(11.4%) of them 'SSLC', 30(11.03%) of them 'HSc', 38(13.37%) of them have 'UG', 36(13.24%) of them have 'PG' and and 25(9.19%) of them have qualified 'Technical Education'. Similarly, among the 102(37.5%) Female respondents, 12(4.41%) of them 'Below SSLC, 17(6.25%) of them 'SSLC', 11(4.04%) of them 'HSc', 25(9.19%) of them have 'UG', 17(6.25%) of them have 'PG' and 20(7.35%) of them have qualified 'Technical Education'. It is noted from the table that most respondents were qualified with 'UG'.

**Chi-Square Tests**

| | Value | df | Asymp. Sig. (2-sided) |
|---|---|---|---|
| Pearson Chi-Square | 6.527[a] | 5 | .258 |
| Likelihood Ratio | 6.518 | 5 | .259 |
| Linear-by-Linear Association | .015 | 1 | .904 |
| N of Valid Cases | 272 | | |

The Chi square test has been administered to identify the significance and the calculated value for all the variables were less than the table (at 5% level of significance) which indicated the variables are not

significant towards the educational qualification of the respondents by gender.

### 6.4. Status-wise Distribution of Respondent

This study aims to find out the Status-wise Distribution of Respondents wise distribution of the respondents based on the opinion and responses shown in Table 4.

**Table 4:** Status-wise Distribution of Respondents

| Sl.No. | Status-wise | Male | Female | Total |
|---|---|---|---|---|
| 1 | Student | 52(19.12) | 31(11.4) | 83(30.51) |
| 2 | Unemployed Youth | 14(5.15) | 7(2.57) | 21(7.72) |
| 3 | Employee in Govemment | 27(9.93) | 21(7.72) | 48(17.65) |
| 4 | Employee in Private | 48(17.65) | 30(11.03) | 78(28.68) |
| 5 | Retired Person | 29(10.66) | 13(4.78) | 42(15.44) |
| | Total | 170(62.5) | 102(37.5) | 272(100) |

*(Figures in Parenthesis denote percentage)*

The table 4 explore the professional status wise distribution of the respondents in state Central Library, Tamil Nadu against the gender. Among the 170(62.5%) Male respondents, 52(19.12%) of them 'Students', 14(5.15%) of them 'Employed Youth', 27(9.93%) of them 'Employee in Govt', 48(17.65%) of them 'Employee in Private' and 29(10.66%) of them 'Retired Person'. Similarly, among the 102(37.5%) Female respondents, 31(11.4%) of them 'Students', 7(2.57%) of them 'Employed Youth', 21(7.72%) of them 'Employee in Govt', 30(11.03%) of them 'Employee in Private' and 13(4.78%) of them 'Retired Person'. It is noted from the table, the majority of the respondents were qualified with 'Employee in Private'.

| **Chi-Square Tests** | | | |
|---|---|---|---|
| | Value | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square | 1.755[a] | 4 | .781 |
| Likelihood Ratio | 1.764 | 4 | .779 |
| Linear-by-Linear Association | .094 | 1 | .760 |
| N of Valid Cases | 272 | | |

The Chi square test has been administered to identify the significance and the calculated value for all the variables were less than the table (at 5% level of significance) which indicated the variables are not significant towards professional status of the respondents by gender.

### 6.5. Years of Membership in the State Central Library

This study aims to find out the Years of Membership by the respondents in the State Central Library based on the opinion and responses shown in Table 5.

**Table 5:** Years of Membership in the State Central Library

| Sl.No. | Years of Membership | Male | Female | Total |
|---|---|---|---|---|
| 1 | Less than 2 Year | 16(5.88) | 20(7.35) | 36(13.24) |
| 2 | 2-3 Years | 49(18.01) | 27(9.93) | 76(27.94) |
| 3 | 3-4 Years | 36(13.24) | 19(6.99) | 55(20.22) |
| 4 | More than 4 Years | 69(25.37) | 36(13.24) | 105(38.6) |
| | Total | 170(62.5) | 102(37.5) | 272(100) |

*(Figures in Parenthesis denote percentage)*

The table 5 shows the Years of Membership by the respondents in state Central Library, Tamil Nadu against the gender. Among the 170(62.5%) Male respondents were replied, 16(5.88%) of them 'Less than 2 Year', 49(18.01%) of them '2-3 years', 36(13.24%) of them '3-4 years' and 69(25.37%) of them 'More than 4 years'. Similarly, among the 102(37.5%) Female respondents replied, 20(7.35%) of them 'Less than 2 Year', 27(9.93%) of them '2-3 years', 19(6.99%) of them '3-4 years' and 36(13.24) of them 'More than 4 years'. It is observed from the table that most of the respondents had membership with 'More than 4 years'.

| **Chi-Square Tests** | | | |
|---|---|---|---|
| | Value | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square | 5.801[a] | 3 | .122 |
| Likelihood Ratio | 5.615 | 3 | .132 |
| Linear-by-Linear Association | 2.956 | 1 | .086 |
| N of Valid Cases | 272 | | |

The Chi square test has been administered to identify the significance and the calculated value for all the variables were less than the table (at 5% level of significance) which indicated the variables are not

significant towards the years of membership among respondents in State Central Library with gender.

**6.6. Frequency of Library Visits**

This study aims to determine the frequency of visits by the respondents in the State Central Library based on the opinion and responses shown in Table 6.

**Table 6:** Frequency of Library Visits

| Sl.No. | Frequency | Male | Female | Total |
|---|---|---|---|---|
| 1 | Daily | 28(10.29) | 29(10.66) | 57(20.96) |
| 2 | More than twice a Week | 37(13.6) | 15(5.51) | 52(19.12) |
| 3 | Weekly | 58(21.32) | 32(11.76) | 90(33.09) |
| 4 | More than twice a Month | 28(10.29) | 15(5.51) | 43(15.81) |
| 5 | Monthly | 19(6.99) | 11(4.04) | 30(11.03) |
| | Total | 170(62.5) | 102(37.5) | 272(100) |

*(Figures in Parenthesis denote percentage)*

The table 6 depicts the Frequency of Library Visits by the respondents in state Central Library, Tamil Nadu against the gender. Among the 170(62.5%) Male respondents were responded, which includes 28(10.29%) of them 'Daily', 37(13.6%) of them 'More than twice a Week', 58(21.32%) of them 'Weekly', 28(10.29%) of the, 'More than twice a Week' and 19(6.99%) of them 'Monthly'. Similarly, among the 102(37.5%) Female respondents were responded, which includes 29(10.66%) of them 'Daily', 15(5.51%) of them 'More than twice a Week', 32(11.76%) of them 'Weekly', 15(5.51%) of the, 'More than twice a Week' and 11(4.04%) of them 'Monthly'. It is noted from the table that most respondents visited the library 'Weekly'.

| **Chi-Square Tests** | | | |
|---|---|---|---|
| | Value | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square | 6.293[a] | 4 | .178 |
| Likelihood Ratio | 6.214 | 4 | .184 |
| Linear-by-Linear Association | 1.317 | 1 | .251 |
| N of Valid Cases | 272 | | |

The Chi square test has been administered to identify the significance and the calculated value for all the variables were less than the table (at 5% level of significance) which indicated the variables are not significant towards the frequency of library visits by respondents in State Central Library with gender.

**6.7.Frequency of Time Spent in the Library**

It aims to determine the frequency of time spent by the respondents in the State Central Library based on the opinion and responses shown in Table 7.

**Table 7: Frequency of Time Spent in the Library**

| Sl.No. | Time spent in the library | Male | Female | Total |
|---|---|---|---|---|
| 1 | 30 minutes to one hour | 50(18.38) | 40(14.71) | 90(33.09) |
| 2 | One hour to two hour | 35(12.87) | 24(8.82) | 59(21.69) |
| 3 | Two to three hours | 70(25.74) | 36(13.24) | 106(38.97) |
| 4 | More than three hours | 15(5.51) | 2(0.74) | 17(6.25) |
| | Total | 170(62.5) | 102(37.5) | 272(100) |

*(Figures in Parenthesis denote percentage)*

The table 7 depicts the Frequency of Time Spent in the Library by the respondents in state Central Library, Tamil Nadu with the gender. Among the 170(62.5%) Male respondents were responded, which includes 50(18.38%) of them '30 minutes to one hour', 35(12.87%) of them 'One hour to two hour', 70(25.74%) of them 'Two to three hours' and 15(5.51%) of them 'More than three hours'. Similarly, among the 102(37.5%) Female respondents were responded, which includes 40(14.71%) of them '30 minutes to one hour', 24(8.82%) of them 'One hour to two hour', 36(13.24%) of them 'Two to three hours' and 2(0.74%) of them 'More than three hours'. It is noted from the table that most respondents spent the time in the library 'Two to three hours' (106(38.97%).

| **Chi-Square Tests** | | | |
|---|---|---|---|
| | Value | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square | 7.476[a] | 3 | .058 |
| Likelihood Ratio | 8.347 | 3 | .039 |
| Linear-by-Linear Association | 5.865 | 1 | .015 |
| N of Valid Cases | 272 | | |

The Chi square test has been administered to identify the significance and the calculated value for all the variables were less than the table (at 5% level of significance) which indicated the variables are not

significant towards the frequency of time spent by respondents in library with gender.

### 6.8. Distribution of respondents by way of using sources of information

It aims to find out the Distribution of ways of using sources of information by the respondents in the State Central Library based on the opinion and responses shown in table 8.

**Table 8:** Distribution of respondents by way of using sources of information

| Sl. No. | Sources of Information | Male | Female | Total |
|---|---|---|---|---|
| 1 | From the Public Library | 82(30.15) | 60(22.06) | 142(52.21) |
| 2 | From the Newspaper | 29(10.66) | 19(6.99) | 48(17.65) |
| 3 | From the Internet | 13(4.78) | 8(2.94) | 21(7.72) |
| 4 | From the Television/Media | 14(5.15) | 3(1.1) | 17(6.25) |
| 5 | From the Social Media | 32(11.76) | 12(4.41) | 44(16.18) |
| | Total | 170(62.5) | 102(37.5) | 272(100) |

*(Figures in Parenthesis denote percentage)*

The table 8 shows the according to their way of using sources of information by the respondents in state Central Library, Tamil Nadu with the gender. Among the 170(62.5%) Male respondents were responded, which includes 82(30.15%) of them 'From the Public Library', 29(10.66%) of them 'From the Newspaper', 13(4.78%) of them 'From the Internet', 14(5.15%) of them 'From the Television/Media' and 32(11.76%) of them 'From the Social Media'. Followed by, among the 102(37.5%) Female respondents were responded, which includes 60(22.06%) of them 'From the Public Library', 19(6.99%) of them 'From the Newspaper', 8(2.94%) of them 'From the Internet', 3(1.1) of them 'From the Television/Media' and 12(4.41%) of them 'From the Social Media'. It is noted from the table, the majority of the respondents were replied as 'From the Public Library' in their way of using sources of information(142(52.21%)).

| **Chi-Square Tests** | | | |
|---|---|---|---|
| | Value | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square | 6.284[a] | 4 | .179 |
| Likelihood Ratio | 6.697 | 4 | .153 |
| Linear-by-Linear Association | .304 | 1 | .581 |
| N of Valid Cases | 272 | | |

The Chi square test has been administered to identify the significance and the calculated value for all the variables were less than the table (at 5% level of significance) which indicated the variables are not significant towards the using sources of information by respondents in library with gender.

### 6.9. Level of Satisfaction Library Services Areas

The users' Level of Satisfaction Library Services Areas was ascertained in a five-point scale such as Strongly Disagree, Disagree, No Opinion, Agree and Strongly Agree. The mean and standard deviation were calculated based on the responses. The ranks were assigned based on mean and standard deviation. The responses, mean, standard deviation and rank were shown in Table 9.

**Table 9:** Level of Satisfaction Library Services Areas

| Sl. No. | Library Service Areas | SDA | DA | NO | A | SA | WAM | SD | Rank |
|---|---|---|---|---|---|---|---|---|---|
| 1 | Information Desk | 31(11.4) | 4(1.47) | 14(5.15) | 124(45.59) | 99(36.4) | 3.9412 | 1.22559 | 3 |
| 2 | Circulation Desk | 18(6.62) | 2(0.74) | 8(2.94) | 100(36.76) | 144(52.94) | 4.2868 | 1.05150 | 1 |
| 3 | Catalogue/ OPAC | 6(2.21) | 14(5.15) | 31(11.4) | 90(33.09) | 131(48.16) | 4.1985 | .98190 | 2 |
| 4 | Reference services | 6(2.21) | 31(11.4) | 72(26.47) | 127(46.69) | 36(13.24) | 3.5735 | .93424 | 4 |
| 5 | Career Guidance | 7(2.57) | 50(18.38) | 67(24.63) | 86(31.62) | 62(22.79) | 3.5368 | 1.10956 | 5 |

*(Figures in Parenthesis denote percentage)*

The level of user satisfaction of library services areas are listed in table 4. The table shows that the respondents preferred 'Circulation Desk' as the first priority. 'Catalogue/OPAC', 'Information Desk' are the second and third preferences indicated by them. The least preference was given for 'Career Guidance. The WAM value of all the variables ranges between 4.2868 and 3.5368. It can be inferred that all the five variables lies between 'Agree' and 'Strongly Agree'.

### 6.10. Level of Satisfaction Library Services Areas

The Satisfaction Library Services Areas by the respondents based on the gender, the mean value, standard deviation, rank and their chi-square value has been presented in table 10.

**Table 10: Level of Satisfaction Library Services Areas Vs Gender**

| Sl. No | LIS Professionals support | Rural | | | Urban | | | Chi. square | df | Sig. |
|---|---|---|---|---|---|---|---|---|---|---|
| | | M | SD | R | M | SD | R | | | |
| 1. | Information Desk | 3.7765 | 1.34011 | 3 | 4.2157 | .95053 | 3 | 8.486 | 4 | 0.075 |
| 2. | Circulation Desk | 4.1706 | 1.16673 | 1 | 4.4804 | .79267 | 1 | 7.989 | 4 | 0.092 |
| 3. | Catalogue/ OPAC | 4.0941 | 1.05610 | 2 | 4.3725 | .81958 | 2 | 8.493 | 4 | 0.075 |
| 4. | Reference services | 3.4882 | 1.01607 | 4 | 3.7157 | .76271 | 5 | 16.682 | 4 | 0.002 |
| 5. | Career Guidance | 3.4235 | 1.11871 | 5 | 3.7255 | 1.07314 | 4 | 8.008 | 4 | 0.091 |

The table 10 shows the gender wise distribution and it is observed that the mean value of top priorities of satisfaction of visit to the library by the Male respondents are 'Circulation Desk' (4.1706), Catalogue/ OPAC (4.0941) and Information Desk (3.7765) and are ranked 1, 2 and 3 respectively. Similarly, the mean value of Female respondents top priorities, which is also the same as that of their male counterparts is for 'Circulation Desk' (4.4804), Catalogue/ OPAC (4.3725) and Information Desk (4.257) and are ranked 1, 2 and 3 respectively. It is observed that the least preference given Reference Services and Career Guidance.

### Conclusion

The Resources and services provided by the State Central Library foster learning opportunities, encourage literacy and education, and aid in developing novel viewpoints and ideas essential to developing an inventive and creative society. They also support the maintenance of an accurate record of the information developed and gained by earlier generations. Early literacy programmes for the ke holders and their families are mostly offered by libraries. Public libraries promote digital literacy through training and free access to computers and the Internet.

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