Performance and Attitude among Users of Public Library Resources and Services: A Study

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Abstract

This paper examines the performance of public library sources and services of Periyakulam branch library in Theni District. This study revealed that, 35.45% of the users seek information from the newspapers, followed by 37.27 % of the users use the General Knowledge Books in the library.52.73% of the users are good about the library facilities and 61.82% of the users are satisfied with reference services available in the library. Therefore the study proves the students and public are utilizing the public libraries for their career opportunities.

Keywords

Public Library; Resources and Sources; Students and Attitude

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INTRODUCTION

Dilli (1997) defines that Public library is often called the "People's University" for its universal character. The public library is an institution for the people, of the people, by the people. It is for all, without the distinction of caste, creed, class, color and sex. Mangla (1985) describes that public library calls a people's university because when properly developed public libraries play an indispensable role as community centres for education information recreation and culture. According to UNESCO's 'Terminology of Documentation', public library is "a library which serves the population of a community or region free of charge or for a nominal fee". Chopra R N defines "the public library refers to a library which is approved wholly or partly from public funds and the use of which is not restricted to any class of persons in the community and freely available to all. A public library is considered as an essential part of society as it plays a vital role in the diffusion of ideas ,the creative use of leisure time preservation of national heritage, social, cultural and educational development of the community. Public libraries have responded to the challenge of electronic revolution and taken the opportunity to develop services in new and exciting ways. Public libraries have an exciting opportunity to help to bring everyone into this global conversation and to bridge what is often called 'the digital divide'.

REVIEW OF RELATED LITERATURE

Jonathan Shrem(2012) wrote this paper is designed to provide insight into the role public libraries plays in the successful development of community members from early childhood learners to lifelong learners, and to describe how they support such learners. Public libraries serve the need so fall students, especially as a valuable resource of support along their school pathways. One goal of public libraries is to raise achievement rates for all students. This is seen through programs that develop information and digital literacy skills that offer summer learning opportunities which provide critical support services and programs for underrepresented populations. The present study discuss the "Performance Of Student User's Attitude of Public Library Sources and Services: A Special Reference to Periyakulam Branch Library at Theni District, Tamil Nadu".

SAMPLE OF THE STUDY

This analysis consists of both primary and secondary data. The required primary data is collected with the help of a suitable questionnaire. The researcher has distributed 115 sets of questionnaire to public library users like students, job seekers, employees from Periyakulam Branch Library, Theni Dist. The percentage is used as a statistical tool. Among the filled sets of questionnaire, the researcher has selected 143 questionnaires for analysis and interpretation. The percentage is used as a statistical tool. The researcher has collected 115 samples from the library users and its members on the basis of random sampling method. Among the filled sets of questionnaire, the researcher has selected 110 questionnaires for analysis and interpretation. Secondary data is collected from the related records, registers and reports.

OBJECTIVES OF THE STUDY

The major objectives of the present study are:

1. To analyze the membership pattern of the library.
2. To study about the distribution of information sources.
3. To analyzetypes of materials used by the respondents.
4. To study the satisfaction of the library users.
5. To study opinion about the library collection.
6. To study satisfaction of reference services available in the library.
7. To study difficulties while seeking information.
8. To study the problems while information seeking from the library.

DATA ANALYSIS AND INTERPRETATION

Table 1: Distribution of Library Membership

S.No.	Education level	Yes	No	Total
1	Up to 10th Std.	18	7	25
2	HSc	6	4	10
3	Diploma	9	3	12
4	Graduate	32	9	41
5	Post Graduate	19	3	22
	Total	84	26	110
	Percentage	76.36	23.64	100.00

Table 1 shows the library members of student users. 76.36 % of the users are existing members of the library, followed by 23.64% of the users are non-members of the library.

Table 2: Distribution of Information Sources

S.No.	Information Sources	Upto 10th Std.	HSc	Diploma	Graduate	Post Graduate	Total	%
1	Books	8	3	2	8	14	35	31.82
2	Magazines	6	2	1	7	5	21	19.10
3	Newspapers	16	7	5	8	3	39	35.45
4	Television	2	3	3	1	4	13	11.81
5	Radio	1	-	1	-	-	2	1.82
	Total	33	15	12	24	26	110	100.00

Table2 shows that, 35.45% of the users seek information from the newspapers, followed by 31.82%from books, 19.10% from magazines, 11.81% from Television and 1.82% of the users seek the information from radio. Table3 shows that 37.27 % of the users are using the general knowledge Books in the library, followed by 31.82% from news papers, 13.63% from periodicals, 12,73% from textbooks and 4.55% of the users are using the pamphlets in the library

Table 3: Analysis of types of Materials used by the Respondents

S.No.	Information Sources	Upto 10th Std.	HSc	Diploma	Graduate	Post Graduate	Total	%
1	Text books	2	1	3	6	2	14	12.73
2	Periodicals	2	1	1	6	5	15	13.63
3	News Papers	5	5	4	13	8	35	31.82
4	Pamplets	-	1	1	2	1	5	4.55
5	G.K.Books	7	4	12	7	11	41	37.27

	Total	16	12	21	34	27	110	100.00

Table 4: Satisfactions about the Library Facilities

S.No.	Education Level	Very Good	Good	Satisfactory	Poor	Total
1	Up to 10^{th} std.	5	11	2	-	18
2	HSc	2	7	5	-	14
3	Diploma	4	10	3	-	17
4	Graduate	7	16	11	-	34
5	Post Graduate	6	14	7	-	27
	Total	24	58	28	-	110
	Percentage	21.82	52.73	25.45	-	100.00

Table 4 shows that, 52.73% of the users are good about the library facilities, followed by 25.45% are satisfactory and 21.82% of the users are very good about the library facilities.52.73% of the users good with students to the present library facilities. 25.45% of the users satisfied with present library facilities and the remains 21.82% of the users are very good with the current library facilities. Table5 shows that 61.82 % of the users are opinion about the library collections are good, followed by 25.45 % are very good and 12.73% of the users are opinions about the library collections are satisfactory.

Table 5: Opinions about the Library Collections

S.No.	Education Level	Very Good	Good	Satisfactory	Poor	Total
1	Up to 10^{th} std.	6	17	2	-	25
2	HSc	4	9	1	-	14
3	Diploma	5	8	5	-	18
4	Graduate	7	19	4	-	30
5	Post Graduate	6	15	2	-	23
	Total	28	68	14	-	110
	Percentage	25.45	61.82	12.73	-	100.00

Table 6: Satisfaction about Reference Services

S. No.	Education Level	Yes	No	Total
1	Up to 10^{th} std.	11	3	14
2	HSc	5	2	7
3	Diploma	11	8	19
4	Graduate	15	12	27
5	Post Graduate	26	17	43
	Total	68	42	110
	Percentage	61.82	38.18	100

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Table 6 shows that, 61.82% of the users are satisfied with reference services available in the library, followed by 38.18% are not satisfied with reference services available in the library.

Table 7 shows that, 49.10% of the users pointed out lack of library facilities in the library, followed by 18.18% is mentioned distance of the library, 11.82% told the language problem, 10.90% told that library having insufficient budget cum finance and 10% of the users mentioned alternate electricity facility not available in the library.

Table 7: Difficulties while Seeking Information

S.No	Information Sources	Upto 10th Std.	HSc	Diploma	Graduate	Post Graduate	Total	%
1	Deficiency of library facilities	3	4	9	23	15	54	49.10
2	Budget	4	1	2	2	3	12	10.90
3	Distance	5	2	4	9	-	20	18.18
4	Electricity	5	1	2	2	1	11	10.00
5	Language	6	3	2	1	1	13	11.82
	Total	23	11	19	37	20	110	100.00

Table 8: Problems while Seeking Information

S.No.	Information Sources	Upto 10th Std.	HSc	Diploma	Graduate	Post Graduate	Total	%
1	Reading materials available	12	7	13	26	14	67	60.90
2	Reading materials not available	6	5	4	17	6	43	39.10
3	Total	18	12	17	43	20	110	100.00

Table8 shows that 60.90% of the users are sufficient reading materials available in the library, followed by 39.10% of the users told that insufficient reading materials available in the library.

MAJOR FINDINGS

- 76.36 % of the users are existing members of the library.
- 35.45% of the users seek information from the newspapers.
- 37.27 % of the users are using the General Knowledge Books in the library.
- 52.73% of the users are good about the library facilities.
- 61.82 % of the users are opinion about the library collections are good.
- 61.82% of the users are satisfied with reference services available in the library.
- 49.10% of the users are pointed out lack of library facilities in the library.

SUGGESTIONS OF THE STUDY

- Finance is the major hurdle of the development of public libraries in the state, therefore the state government and local bodies should ensure proper financial support for the public library.
- It is an essential need to make the rural people educated for understanding the importance of information in their lives.
- The public library authority should give more emphasis for the acquisition of non-book materials like tapes, audio, video and films to help illiterates in the rural areas.
- The library authorizes should make basic provisions like furniture, drinking water, supply of periodicals, newspapers, so that, people from various sections will use the library.
- If mobile library service implement by the department of public library it reaches the services in rural areas.
- Digitalization of library is must to attract more users.
- The location of library building should be in an access point.
- Keen interest person should be appointed by the state government to mobilize library services in rural areas.
- Career guidance programme should be done, so that rural persons can get employment.
- Public library department should purchase good reading books and containing knowledge and information according to the needs of the rural persons.

CONCLUSION

The public libraries promote the use of the students as education agencies for the individual; promote the creation of specialized resources, promote the use of public libraries as information centers, promote the use of public libraries as referral points to specialized source of information.High quality and relevance to

local needs and conditions are fundamental material must reflect current trends and the evolution of society, as well as the memory of human endeavor and imagination. The public libraries should be established in the "centre of the city and Knowledge Bank". All categories of people must get opportunity to utilize the library. New technology including color photocopier, scanner, self-checkout, e-readers installations must be included. Across the library board, statistics indicate increased use of the library despite a decrease in the local population.

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