

A Study On the Importance and Usage Pattern of Public Library in Chennai City

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ABSTRACT

The paper highlights the importance and need for public libraries in a knowledge society. It describes the present state of public libraries and examines various factors responsible for the failure of public library system. The author proposed certain structural changes and corrective steps to make them viable enable public libraries to provide the required information services to the users. At the end of the paper reiterates the relevance and the role of public library as a vibrant space for community development. Public Libraries are considered as 'social institutions' aimed at providing basic information for social, cultural and economic development of the community. They are a democratic entitlement for every individual and necessary, if not sufficient prerequisite for a knowledge society. They serve as community information centres by providing access to all kinds of information and also serve as knowledge gateways by providing library services to the common man

Key words: Public Libraries. User Satisfaction, User Study, *community*, social institutions

1. INTRODUCTION

The current situation of Indian public libraries has been viewed by some as follows: the public library system in India is condemned to remain peripheral to the actual information needs of the masses; that it is in a depressed state, and serves as little more than a warehouse of recreational reading materials, a majority of which are in regional languages. This paper suggests possible remedies on how to transform the situation, and details new technological developments which are already showing the potential to change public libraries in rural India for the better. Design/methodology/approach – A descriptive account of the contemporary situation in India with regard to public libraries, digital technologies and development possibilities, using official statistics and the LIS literature. Findings – The challenges that face public libraries in India are listed and a vision for their future based on the concept of “ICT for development” is sketched out. Research limitations/implications – It is difficult to get an overall view of this topic: authorized statistics on public libraries in India as a whole are not collected, because these libraries are the responsibility of a variety of agencies who, for various reasons, never disclose such information on a national scale. Practical implications – The author details new technological developments, the practical outcome of which would in particular facilitate the establishment of digital library services in rural India. Originality/value – This paper provides a useful overview of a library scenario on which aggregated statistical data is hard to find; and, from this summary of the present situation, goes on to suggest possible ways to transform the “digital divide” into “digital opportunities”.

2. REVIEW OF THE RELATED LITERATURES

The review of the literature is essential and every aspect of the research is related to the review of the literature. Merriam (1988) defines literature review as an interpretation and synthesis of published work.

Geethanjali (2023) study of public libraries measured by perception of services, Sources and services to their user's community. The Karnataka state presently having more than 2655 public libraries in various types. The author took the pathmavathi district public libraries and covered preferred to medical and health related resources to their research purpose. The study mainly focused 44.54% of the users were aware about H1N1, DPT, Polio, BCG, TT, AIDS Control, 108 Arogya Kavacha, Malaria Cholera, Dengue, Family Planning, Chicken Gunya district health programs of Karnataka state.

Krishnakumar (2023) revealed that the Public Libraries backbone of social development and changing tools of economically backgrounds and semi literate peoples in India. It is the parts in resource provider of political, economic and technological changing growths in India to the peoples. In this study convey to development of public libraries users of the satisfaction levels in Chennai. The study concludes the Users largely visited the public libraries to reading newspapers. Users were able to enhance of provision of needed books within the public libraries and thanks to the sanctioning setting for the promotion of standard reading habits.

Valluvan (2022) study discuss about the historical study of education, public libraries and its service and an overview of growth, development, functions in Jammu and Kashmir State. The Jammu and Kashmir State Public Libraries covering both pre and post-independence period and also highlights of the current scenario of public libraries.

3. OBJECTIVES OF THE STUDY

- To analyze the information needs of public library.
- To know frequency of visits and time spent on the public library
- To validate the purpose of visits to the public library.
- An investigation of user satisfaction with the public library collections.

4. RESEARCH METHODOLOGY

A research cannot be conducted abruptly. Researcher has to proceed systematically in the already planned direction with the help of a number of steps in sequence. To make the research systemized the researcher has to adopt certain methods. The methods adopted by the researcher for completing the project are called research methodology. In other words, Research Methodology is simply the plan of action for a research, which explains in detail how data is to be collected, analyzed and interpreted. Data's becomes information only when a proper methodology is adopted. Thus we can say Methodology is a tool, which processes the data to a reliable information. The present chapter attempt to highlight the research methodology adopted in this project.

5. RESEARCH DESIGN:

A research design is an arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. The research design adopted in the study is descriptive. The study portrays the status of training in the organization and the effectiveness of training system. Relative data were gathered, analyzed and the results have been interpreted.

SAMPLING DESIGN:

The technique used was stratified random sampling. It facilitates obtaining information about the parts of universe and provides greater precision through stratification.

SAMPLING SIZE:

The sample size decided including both male and female. Sample size was decided as 200 at the beginning of the survey, and then it is restricted to 100.

DATA COLLECTION METHOD:

The two types of data used for the purpose of the study are:

- Primary Data
- Secondary Data

PRIMARY DATA:

Original data collected specifically for a current research are known as primary data. Primary data collected through the

- Survey method

All relevant primary data required for the purpose of the study has been collected with the help of questionnaires, direct personal interview and by having discussion with the employees on the corporation. Surveys are conducted in case of descriptive research studies. Surveys are concerned with describing, recording, analyzing and interpreting conditions that either exist or existed. Survey means survey of people who have had practical experience with the problem to be studied. Surveys are an example of field research where as experiments generally constitute examples of laboratory research. Surveys are concerned with hypothesis formulation and testing the analysis of the relationship between non-manipulated variables.

SECONDARY DATA:

The secondary data was collected from the textbooks, corporate websites and other websites.

DATA COLLECTION INSTRUMENT:

The research instrument used in the study is a 'structured questionnaire'. These are questionnaires in which there are definite, concrete, and pre-determined questions relating to the aspect, for which the researcher collects data.

QUESTIONNAIRE DESIGN:

The questionnaire used for collecting the data is a structured questionnaire. To prepare questionnaire required for the study, the following steps have to be followed.

- The method of contact was direct survey method.
- The information in response to the questions asked was general and confidential. This was done in order to make the respondents more Co-operative.
- The questions were of multiple choices, rating scale, ranking scale, close-ended. and open ended.

6. DATA INTERPRETATION USING STATSTICAL TOOLS

Table 1

TABLE SHOWIG THE RSPONDENTS AGE GROUP: -

<i>S.No</i>	<i>Age</i>	<i>No: of respondent</i>	<i>Percentage</i>
<i>1</i>	<i>25-30</i>	<i>16</i>	<i>16%</i>
<i>2</i>	<i>31-35</i>	<i>16</i>	<i>16%</i>
<i>3</i>	<i>36-40</i>	<i>16</i>	<i>16%</i>
<i>4</i>	<i>41-45</i>	<i>8</i>	<i>8%</i>
<i>5</i>	<i>46-50</i>	<i>18</i>	<i>18%</i>
<i>6</i>	<i>above50</i>	<i>26</i>	<i>26%</i>

INTERPRETATION: -

From the above table represents the respondents age group. From these it is clear that 16% of the respondents belong to age group 25-30, 16% of the respondents belong to age group 31-35, 16% of the respondents belong to age group 36-40, 8% of the respondents belong to age group 41-45, 18% of the respondents belong to age group 46-50, and 26% of the respondents belong to age group above 50.

Table 2

TABLE SHOWING SATISFACTION LEVEL OF USING PUBLIC LIBRARY:-

<i>Options</i>	<i>No: of respondent</i>	<i>percentage</i>
<i>Highly satisfied</i>	<i>27</i>	<i>27%</i>

<i>Satisfied</i>	39	39%
<i>Neutral</i>	18	18%
<i>Dissatisfied</i>	10	10%
<i>Highly dissatisfied</i>	6	6%

INTERPRETATION:

The above table clearly shown that the satisfaction level of using public library from respondents.27% of respondents are highly satisfied in using public library programs, 39% and 18% of respondents are partial satisfaction, and 10% and 6% of respondents are not satisfaction in their same using public library.

CHI- SQUARE AS A TEST OF INDEPENDENCE: -

H₀ - There is no significant relationship between age group of respondents and to satisfaction level.

H₁ - There is significant relationship between age group of respondents and to satisfaction level.

Satisfaction level

Age	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly Dis satisfied	Total
25-30	3	1	7	2	3	16
31-35	5	8	2	1	-	16
36-40	5	8	3	-	-	16
41-45	3	2	2	1	-	8
46-50	4	11	-	2	1	18
above 50						

	7	9	4	4	2	26
Total	27	39	18	10	6	100

Satisfaction level

Age	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly Dis satisfied	Total
25-30	4.32	6.24	2.88	1.60	0.96	16
31-35	4.32	6.24	2.88	1.60	0.96	16
36-40	4.32	6.24	2.88	1.60	0.96	16
41-45	2.16	3.12	1.44	0.8	0.48	8
46-50	4.86	7.02	3.24	3.24	1.08	18
above 50	7.02	10.14	2.60	2.60	1.56	26
Total	27	39	18	10	6	100

O	E	O-E	(O-E) ²	X ²
4	4.86	-0.86	0.7396	0.1522
11	7.02	3.98	15.8404	2.256
0	3.24	-3.24	10.4976	3.24
2	1.80	0.20	0.04	0.022
1	1.08	-0.08	0.64	0.5905
7	7.02	-0.02	0.04	5.698
9	10.14	-1.14	1.2996	0.128

4	2.60	1.4	1.96	0.7538
4	2.60	1.4	1.96	0.7538
2	1.56	0.44	0.1936	0.124
TOTAL				49.1999

$$X^2 = E(O-E)^2/E$$

$$X^2 = 49.1999$$

$$\text{Degree of freedom} = (r-1)(c-1)$$

$$= (6-1)(5-1)$$

$$= (5)(4) \Rightarrow 20$$

$$\text{Degree of freedom} = 20$$

$$\text{Table value at } 20 \times 0.05\% \text{ level} = 31.41$$

7. Conclusion:

Since the calculated value of $x^2 = 49.1999$ is greater than the table value $x^2 = 31.41$

H_0 is rejected at 5% level.

There is no significant relationship between age group of respondents and to the satisfaction level.

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$$X^2 = 49.1999$$

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Interpretation:

Since the calculated value of $x^2 = 49.1999$ is greater than the table value $x^2 = 31.41$

H_0 is rejected at 5% level.

There is no significant relationship between age group of employees and to the satisfaction level.

CONCLUSION

The foregoing analysis clearly reveals the nature of working of public libraries. It was found out the respondents of the study are, by the large, satisfied with pattern working the public libraries prevailing in their organization. However, they have also not failed in pin-pointing the areas which requires further strength. It is strongly felt that the findings of this study will help to identify the strength and weak to improve the same in future. A public library cannot remain a storehouse of books & newspapers. It needs to become a dynamic organization in meeting the information needs; and offer services that are relevant to the user community. Thus, the structure and functioning of public libraries needs to undergo major change. To achieve this, public libraries should be delinked from the Ministry of Culture and put under the Ministry of Education with central funding, and shared administrative control by the State and centre. As long as public libraries are a State subject, the chances of their survival, leave alone their improvement is possible.

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