

Users Satisfaction Towards Public Libraries: A Study With Special Reference To Tuticorin District

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ABSTRACT

Libraries are the significant sources of providing equal, safe, and reliable access to information. It is a community centre for continuously transmitting knowledge to individuals. The objective of present study is to examine the user's satisfaction in library facilities, resources and services of public libraries in Thoothukudi district of Tamil Nadu.

The study has the following objectives

1. To study the socio-economic outline of the public library users.
2. To find out the purpose and frequency of library visit
3. To understand the satisfaction of using library
4. To analyse the factors influencing to avail public library services
5. To examine the impact of reading habits and changes in lifestyle

The study confined to Thoothukudi district of Tamil Nadu. A sample of 150 respondents using public library was selected adopting random sampling technique. The data to be collected from primary and secondary sources is to be analysing with the help of some statistical tools like average, percentages, standard deviation, chi-square test, t test, Garrett's ranking techniques etc. It reveals that out of 150 selected public library users, 37 (24.67 per cent) are students, followed by teachers, unemployed persons, retired persons, social activist, private employees, business peoples, professionals, politicians and government employees which constitute 14.00 per cent, 12.67 per cent, 12.67 per cent, 9.33 per cent, 8.00 per cent, 6.00 per cent, 5.33 per cent, 4.00 per cent and 3.33 per cent respectively. It is evident that the prioritised impact of reading habits and changes in lifestyle faced by the sample respondents. It is inferred that by using Garrett's score. The first rank was assigned to help child education followed by improved family relations after reading habit. Third and fourth ranks were given to know the Government orders/new scheme and good relation with neighbours respectively. Improve friendliness was ranked fifth respectively. The study suggested that library should

carry out user studies at regular intervals, in order to identify user's information needs and their information gathering behaviors.

Keywords: public libraries, e-learning, e-research, digital library, infrastructure facilities, information sources.

INTRODUCTION

Public libraries serve the general public. Libraries are centres of scholastic life, enhancing students' instructive knowledge [Xie, 2008]. A digital library is not anymore only an accumulation of data assets, however, ought to be a computerized network for users' correspondence, e-learning, and e-research [Tracy, Daniel G., and Susan E. Searing, 2014]. A library is necessary not exclusively to enhance its gathering, administrations, plus facilities in answer to changing needs of library users in a quickly changing data age, yet it likewise should keep taking their input to find the viability of the resources and services offered [Oluwatobi, et al., 2014].

The accomplishment of any library depends on the fulfilment of the data requests of its users [Oyewusi, et al., 2009]. The efficiency of a library administration can be assessed just by the level to which its administrations and resources are used [Frias-Martinez, Enrique, Sherry Y. Chen, and Xiaohui Liu, 2008]. The libraries are changing from print to electronic (Kuri, Ramesh, 2017). The success of any library is based on the satisfaction of the information demands of its users (Rubina, 2013).

The effectiveness of a library service can be evaluated only by the level to which its services and resources are utilized (Bawden, and others, 2009). The objective of present study is to examine the user's satisfaction in library facilities, resources and services of public library in Thoothukudi district of Tamil Nadu.

OBJECTIVES OF THE STUDY

The study has the following objectives

1. To study the socio-economic outline of the public library users.
2. To find out the purpose and frequency of library visit
3. To understand the satisfaction of using library among the users
4. To analyse the factors influencing to avail public library services
5. To examine the impact of reading habits and changes in lifestyle

METHODOLOGY

The study confined to Thoothukudi district of Tamil Nadu. Both primary and secondary data have used for the present study. Thoothukudi district is the universe for the study. The primary data obtained 104 respondents from male and 46 respondents from female, totally 150 public library users were selected for the study. The personal interview method carried with a pre-tested schedule. Visitors register provided the framework of the respondents to be covered. Users of the public library belonging to Thoothukudi district constituted the sampling frame. A sample of 150 respondents using public library was selected adopting random sampling technique.

Primary data required was collected using a structured questionnaire. Secondary data was collected from records upheld by the respective public library. The primary data collected about the year 2018-19. Secondary data collected from various Government reports, research reports, journals, libraries, magazines, books, newspapers internet and various institutions. The data to be collected from primary and secondary sources is to be analysing with the help of some statistical tools like average, percentages, standard deviation, chi-square test, t test, Garrett's ranking techniques etc.

LITERATURE REVIEW

Deshpande and Hungund (1998) traced the need and development of public libraries in India. The drawbacks of the Library Acts and the growth of public libraries in Tamil Nadu, Andhra Pradesh, Karnataka and Maharashtra have been compared with Indian Federation of Library Association (IFLA) standards. They have put forward a case for modernization of library also.

Sutton (1998) explained a plan to enhance public library support to users who were engaged in open or distance learning by identifying and classifying a range of learning resources, which could be accessed through the Internet.

Ramesh Babu and Govinda Reddy (2003) studied the public library system in Tamil Nadu with reference that the circle libraries in Chennai occupy a significant position in public library system in Tamil Nadu in general and in Chennai in particular.

Savithry (2005) analyzed the role of public library in the empowerment of women. It examines the various kinds of information needed for the empowerment of women in

different spheres of life. It attempts to explore the thrust areas e.g. career orientation, health care, legal rights etc., in which information and supporting services have to be provided to them, and how public library can make them available. It also suggests some strategies to connect (attract) women to public library and get maximum benefits out of them and thereby get empowered.

Khan (2006) highlights the need for public library legislation. He made an attempt at analyzing the functions of public library on the argument that unless it was brought home to the people at large the function and services that were rendered by a public library, the library laws will have no vital dynamic power.

ANALYSIS AND INTERPRETATION

AgeWise Analysis of the Respondents

Sl. No.	Age (in years)	Number of Respondents	Percentage
1.	Less than 20	13	8.67
2.	20-30	21	14.00
3.	30 – 40	61	40.67
4.	40 – 50	31	20.66
5.	50 and above	24	16.00
Total		150	100.00

Source: Primary Data.

It is inferred from Table that the majority of the respondents (40.67 percent) belong to the age group of 30 to 40 years, followed by 40 to 50 years (20.66 percent). 16.00 percent of the respondents belong to the age group of 50 years, above, 14.00 percent of the respondents belong to the age group of 20 to 30 years and (8.67 percent) below 20 years. The mean age of respondents worked out to be 37.13 years.

Sex-Wise Analysis of the Respondents

Sl. No.	Sex	Number of Respondents	Percentage
1.	Male	104	69.33
2.	Female	46	30.67
Total		150	100.00

Source: Primary Data.

From the Table, it has been inferred that out of 150 respondents, the majority of 104 (69.33 percent) are male and rest 46 (30.67 percent) are female respectively.

Educational qualification of the respondents

Sl. No.	Education	Number of Respondents	Percentage
1.	School Level	21	14.00
2.	College Level	79	52.67
3.	Technical Level	32	21.33
4.	Professionals	18	12.00
	Total	150	100.00

Source: Primary data.

The Table revealed that out of 150 respondents a maximum of 52.67percent of the respondents are having college-level education, followed by 21.33 percent respondents have Technical level education, and 14.00 percent of the respondents have school level education. 12.00 percent of the respondents are professionals.

Type of family of the respondents

Sl.No.	Nature of Family	Number of Respondents	Percentage
1.	Nuclear Family	94	62.67
2.	Joint Family	56	37.33
	Total	150	100.00

Source: Primary data.

It has been inferred from the Table, out of 150 respondents, 94 (62.67 percent) belonged to the nuclear family system, and the remaining 56 (37.33 percent) belonged to the joint family system.

Marital Status

Sl.No.	Marital Status	Number of Respondents	Percentage
1.	Unmarried	23	15.33
2.	Married	123	82.00
3.	Widow/ Widower	4	2.67
	Total	150	100.00

Source: Primary data.

The table reveals that out of 150 respondents, a maximum of 123 (82.00 percent) respondents are married while 23 (15.33 percent) are unmarried, and 4 (2.67 percent) is widow/ widower.

Family size of respondents

Sl.No.	Family Size	Number of Respondents	Percentage
1.	Below 3	34	22.67
2.	3 – 5	89	59.33
3.	Five and above	27	18.00
	Total	150	100.00

Source: Primary data.

A maximum of 89 (59.33 percent) of respondents have a family size of 3 – 5 members, followed by 34 (22.67 percent) having a family size of below 3. 27 (18.00 percent) have a family size of 5 and above. The average size of the family worked out to be 3.91.

Occupational background of respondents

Sl.No.	Occupation	Number of Respondents	Percentage
1.	Students	37	24.67
2.	Private Employees	12	8.00
3.	Government Employees	5	3.33
4.	Unemployed	19	12.67
5.	Retired Persons	19	12.67
6.	Teachers	21	14.00
7.	Professionals	8	5.33
8.	Politicians	6	4.00
9.	Business people	9	6.00
10	Social activist	14	9.33
	Total	150	100.00

Source: Primary data.

Table reveals that out of 150 selected public library users, 37 (24.67 per cent) are students, followed by teachers, unemployed persons, retired persons, social activist, private employees, business peoples, professionals, politicians and government employees which constitute 14.00 per cent, 12.67 per cent, 12.67 per cent, 9.33 per cent, 8.00 per cent, 6.00 per cent, 5.33 per cent, 4.00 per cent and 3.33 per cent respectively.

Personal income of the households

Sl.No.	Monthly Family Income (in Rs.)	Number of Respondents	Percentage
1.	No Income	84	56.00
2.	Less than Rs.5,000	9	6.00

3.	Rs.5,001 – Rs.10,000	26	17.33
4.	Rs.10,001 – Rs.15,000	16	10.67
5.	Rs.15,001 – Rs.20,000	12	8.00
6.	Above Rs.20,000	3	2.00
	Total	150	100.00

Source: Primary data.

From Table it has been observed that out of 150 respondents a maximum of 84 (56.00 percent) of the respondent's income is nil because they are students and unemployed. 9 (6.00) percent have a monthly income is less than Rs. 5,000, 26 (17.33 percent) have a monthly income of Rs.5, 001 – Rs.10, 000 16 (10.67 percent) of them have a income of Rs10,001-Rs.15,000. 12 (8.00percent) of them have an income of Rs.15, 001 – Rs.20, 000 and 3 (2.00percent) have a monthly income of Rs. 20,000 and above. The mean monthly income of the households works out to be Rs.4633.55.

Purpose of Library Visit

Sl.No.	Purpose of Library Visit	Number of Respondents	Percentage
1.	Reading Newspaper	28	18.67
2.	Reading Novels	15	10.00
3.	Reading Stories	18	12.00
4.	Taking Books and Novels	31	20.67
5.	Taking reference materials	32	21.33
6.	Reading Articles and Journals	26	17.33
	Total	150	100.00

Source: Primary data.

It is inferred from Table that out of 150 respondents, 28 (18.67 per cent) are visiting the library for reading the newspapers reading novels, reading stories, taking books and novels, taking reference materials and reading articles and journals which constitute 10.00 per cent, 12.00 per cent, 20.67 per cent, 21.33 per cent and 17.33 per cent respectively. It is determined that the majority of the users are going to the library for taking reference materials and taking books and novels.

Frequency of Visit

Sl.No.	Frequency of Visit	Number of Respondents	Percentage
1.	Daily	63	42.00
2.	2 or 3 Times in a week	32	21.33
3.	Once in a week	26	17.33
4.	Once in a month	19	12.67
5.	Occasionally	10	6.67
	Total	150	100.00

Source: Primary data.

It is found from Table that out of 150 respondents, the majority of the 63 (42.00 per cent) are visiting the library daily and it is followed by 32 (21.33 percent) 2 or 3 times in a week. Once in a week, once in a month and occasionally which constitute 17.33 per cent, 12.67 per cent and 6.67 per cent respectively. It is decided that the majority of the public library users are visiting the library daily.

Factors influencing to avail public library services

Sl.No.	Factors Influencing	Number of Respondents	Percentage
1.	Self-interest	44	29.33
2.	By friends	12	8.00
3.	By teachers	31	20.67
4.	Awareness of the latest news	15	10.00
5.	Awareness on political information	16	10.67
6.	Research interest	32	21.33
	Total	150	100.00

Source: Primary data.

It is observed from that out of 150 respondents, 44 (29.33 per cent) are opined that the self-interest is the most crucial factor influencing to avail the public library services followed by research interest, By teachers, awareness on political information, awareness on latest news and by friends which constitute 21.33 per cent, 20.67 per cent, 10.67 per cent, 10.00 per cent and 8.00 per cent separately. It is settled that the majority of the respondents opined that

the self-interest is the most crucial factor influencing to avail public library services in the study area.

Impact of Reading habits and Changes in LifeStyle

Sl.No.	Impact of Reading habits	Average Score	Rank
1.	Improved family relations after reading habit	62.51	II
2.	Good relation with neighbours	51.63	IV
3.	Improve Friendliness		
4.	Helps Child Education	68.39	I
5.	Know the Government orders/new scheme	57.32	III

Source: Computed from Primary data.

It is evident from Table the prioritised impact of reading habits and changes in lifestyle faced by the sample respondents. It is inferred that by using Garrett's score. The first rank was assigned to help child education followed by improved family relations after reading habit. Third and fourth ranks were given to know the Government orders/new scheme and good relation with neighbours respectively. Improve friendliness was ranked fifth respectively.

The Summary of Opinion of the public library users and its impact of reading habits

Factors	Chi-Square Value	Result
Age	19.47	Significant**
Educational Qualification	11.53	Significant**
Sex	7.39	Significant*
Family Size	1.57	Not Significant
Marital status	5.04	Not Significant
Monthly income	16.38	Significant*

Source: Compiled from Primary Data

The opinion of the respondents and socio-economic characters relationship and its impact of reading habits is applied for chi square test. The selected variables only applied in this model. The table reveals that the summary of the respondents. The chi-square analysis

reveals that the factors are age and education are significant at 1% level. Sex and monthly income are significant at 5% level of significance. The remaining factors are not significant at 5% level.

Significant difference in satisfaction of public library users based on sex

Sex	Total	Mean	S.D	't'Value	Interpretation
Male	104	22.19	9.46	0.2814	Not Significant
Female	46	6.85	3.72		

Source: Computed from Primary Data

In order to find out the significant difference in satisfaction of using library among the public library users based on sex, the 't' value was calculated and the calculated 't' value was found to be 0.2814 which is lower than the table value 1.97 which is significant at 0.05 level. Therefore the null hypothesis is accepted and concluded that there is no significant difference in satisfaction of using library among the public library users between sex statuses.

CONCLUSION

Academic libraries spend lot of amount every year on the collection of information sources in order to meet the user's requirements. In order to enlarge the use of library resources, every library should build up their resources keeping in mind the users need and should plan library with altering information environment. The study suggested that library should carry out user studies at regular intervals, in order to identify user's information needs and their information gathering behaviors. The infrastructure facilities, information sources, and services of the college library can be advanced and developed from time to time.

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