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User's Satisfaction with Public Libraries: A Special Reference to District Central Library, Thiruvallur (Tamilnadu)

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User's Satisfaction with Public Libraries: A Special Reference to District Central Library, Thiruvallur (Tamilnadu).

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ABSTRACT

The role of public libraries in providing such goals is troublesome to contradict. Users are the most element of any library. The identification and fulfill of their needs and satisfaction are objectives any library. This paper mainly focuses on the services provided by Thiruvallur District Central Library and satisfaction level of those services from user's perspective. It's conjointly facilitated the way to perform duties and serving the most effective doable way to satisfy their valuable users attaining their satisfaction level and by decreasing the world organization satisfactory parts of library. The study so simple a descriptive Survey and applied sampling technique over three hundred users of the library. The form used as a tool to gather data and 250 questionnaires were received from respondents out of 300 questionnaires distributed. It had been discovered by the study that the library is taking part in the main role at some extent. However several areas must be revised to fulfill the expectation and intellectual wants of society.

Keywords:

Public Library, User Satisfaction, Public Library Services, District Central Library, Thiruvallur District, User's perspective

I. Introduction

A library created to serve the public on matters its forged, gender and faith, to serve them intellectually and educate informally. The library in each society carries its nice importance. Acknowledge the society from its preserved intellectual heritage. Sometimes such styles of libraries are established by public funds at Governmental level to satisfy the tutorial still as alternative literary desires of a society. Public libraries are such democratic establishment that serves the society in spite of any profit. Thus, these are thought of as those serving establishments that employment by the public and for the event of public.

User Satisfaction?

The user satisfaction is provided by the resources or services of a library as measured by the number of repeat users.

Types of Users in Public Libraries

The public libraries in India keeping primarily illiterates, semi-literate, literates, secondary types user likes as students, government employed, self-employed, research scholar, etc. The following types users in public libraries.

Clustering of Library Users

1. Ineffective library users (Skilled Users (Ab-User -High Computer Literate Performance user)

2. Effective library users(Skilled user (computer literate user)

3. Ineffective but positive users(Semi-skilled user (semi-computer literate user)

4. Self-sufficient users(Unskilled user (computer illiterate user)

Public Libraries in India

India has the nearby 1,46,173(approx) public libraries in the different types of names like as states central, district central libraries, Government regional libraries, municipal libraries, Black level libraries, city/town(Taluk) libraries, branch libraries, mobile libraries, village libraries, part-time libraries, Nomadic and tribal libraries, school libraries for public, research library, grand-in-aid

libraries, mahila libraries, children libraries, Braille libraries, state art library, NGO/VO libraries, intermediate college libraries recommended by public library, public libraries governed by NGOs, aided libraries, circle libraries, community library and information center, none sponsored libraries and also in various names.

Thiruvallur District: An Introduction

Thiruvallur district separate from the Chengalput district on 1st January 1997, This coastal district lies between 12° 10' and 13° 15' Northern Latitude and between 79° 15' and 80° 20' Eastern Longitude and spread over an area of 3422 Sq.Km. surrounded by Kancheepuram district in the South, Vellore district in the West, Chennai in the East and Andhra Pradesh State in the North.

The district comprises of with 825 Villages, which form 12 Taluks belonging to 4 Revenue Divisions. The Villages are grouped into 14 Development Blocks for the purpose of Rural Development. The Urban population is governed by 5 Municipalities and 10 Town Panchayats. The population of this district is 3728104 persons with 50.32% of Males and 49.68% of Females. The literacy rate is 84.03% as per 2011 Census. In respect of Category of Workers, 31% of the populations are Main Workers. Out of the total Main Workers, Cultivators and Agricultural Laborers shared 10% and 29% respectively as per 2011 Census.

Public Libraries in Thiruvallur Districts

The Public libraries in Chennai City as various types like as State Central, District Central, Branch Library, Part-time Libraries and Anna Centenary Library. List of Public Libraries in Thiruvallur district public libraries divided 14 blocks and below mentioned types libraries like as District Central Library-1, Branch Library-73,Village Libraries-51, Part-time Libraries -19, Mobile Library-1. Thiruvallur district libraries having 77 government buildings, 61 rental building and 06 rent building. As on 2016-2017 statistics shown of 3213,808 books and 40,14,197 users in Thiruvallur district library.

II. OBJECTIVES OF THE STUDY

The major objective of this study is to study for the patterns of however the library provides data to satisfy to the users' wants. This study examined the extent to that the District Central Public library, Thiruvallur offers satisfactory services to its users.

1. To find the needful users of the library

2. To find the services provided by the library

3. To show the explanations of user approach towards the library

4. Determine the intellectual desires of the users

5. To Identify the resources users approach to satisfy their intellectual desires

6. To Identify the amount of satisfaction of users from the library

7. To identify the hindrances users found in exploitation the library.

III. REVIEW OF LITERATURE OF RELATED STUDY

Kasimani C and Rajentran N.Dr.(2018) The Public Libraries backbone of social development and changing tools of economically background and below literate peoples in India, It is one of 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. Users of Public libraries were satisfied of the library services, staff attitudes. The special connection with the library Building, hours, furniture, new addition library collections and availability of electronic library services of better Internet access if required. The purposive sample from the Chennai Public Libraries and 200 respondents was selected out of distributed 300 samples. The semi-structured interview was used for collection of the data. The data were qualitatively analyzed by the using of MS-Excels working sheets. In this study helpful to users' satisfaction with the services of Public Libraries library in Chennai City and it is helpful to libraries in alternative developing various levels for improvement in their services.

Kar, P. K (1996) has analyzed the reading habit and satisfaction of the users in public libraries. This study was conducted in nine public libraries of Cuttack, Balasore, and Bhadrak. The study indicates that most of the users of the public library are from poor or middle class families and most of the users belong to unemployed or underemployed category, followed by the student category.

Md. Sohail and Alvi, Andleeb (2011) have analyzed the reading habits among the users of Delhi Public Library, New Delhi. Primary data are collected through questionnaires. Data collected from

56 users by the administrating questionnaires among their attitudes towards reading habits and purpose of the visiting of libraries at Delhi Public Library, New Delhi. A structured questionnaire on purpose of reading, preference of language, form of library collection, assistance from the library staff in the use of resources and services is necessary to help users meet their information requirements among the public library users. It is observed that the majority of people are unable to visit the library regularly due to lack or shortage of time and literature being mostly read by the users are magazines and newspapers.

Thanuskodi, S (2012) evaluated that the Public libraries are essential since they improve literacy, stimulate imagination and expand personal horizons. They also inform and empower citizens, enable access to a common cultural heritage and support education at all levels. Also, a positive relationship is observed between public library and literacy level, which in turn, contributes to increase in economic productivity. This study evaluates library services and gives suggestions for the improvement of district central libraries in Tamilnadu, India.

IV.RESEARCH METHODOLOGY

In these users Survey method wherever form was used as a tool to assemble the desired information. The Questionnaire was examined therefore, on to satisfy all the objectives of the study. The form determined two levels of data; one was demographic information and second was regarding the jurisdiction of analysis that carries query regarding the data wants and services provided to users in conjunction with likert kind scale to work out their satisfaction level. 300 hundred questionnaires were distributed among the users of out of that 250 were answered by the respondents. The received information was analyzed quantitatively mistreatment the Descriptive method, Frequency and Percentages are calculated and bestowed within the varieties of tables for clear analysis of knowledge.

V.DISCUSSION OF DATA ANALYSIS

Table 1: Gender wise Distribution of Respondents

S. No	Gender Wise Respondents	Frequency Users	Percentage
1	Male	180	72
2	Female	70	28
	Total	250	100

Table 1 shows the higher than out of 250 respondents, majority of 180 (72.00%) were the male respondents and 70 (28.00%) respondents were female.
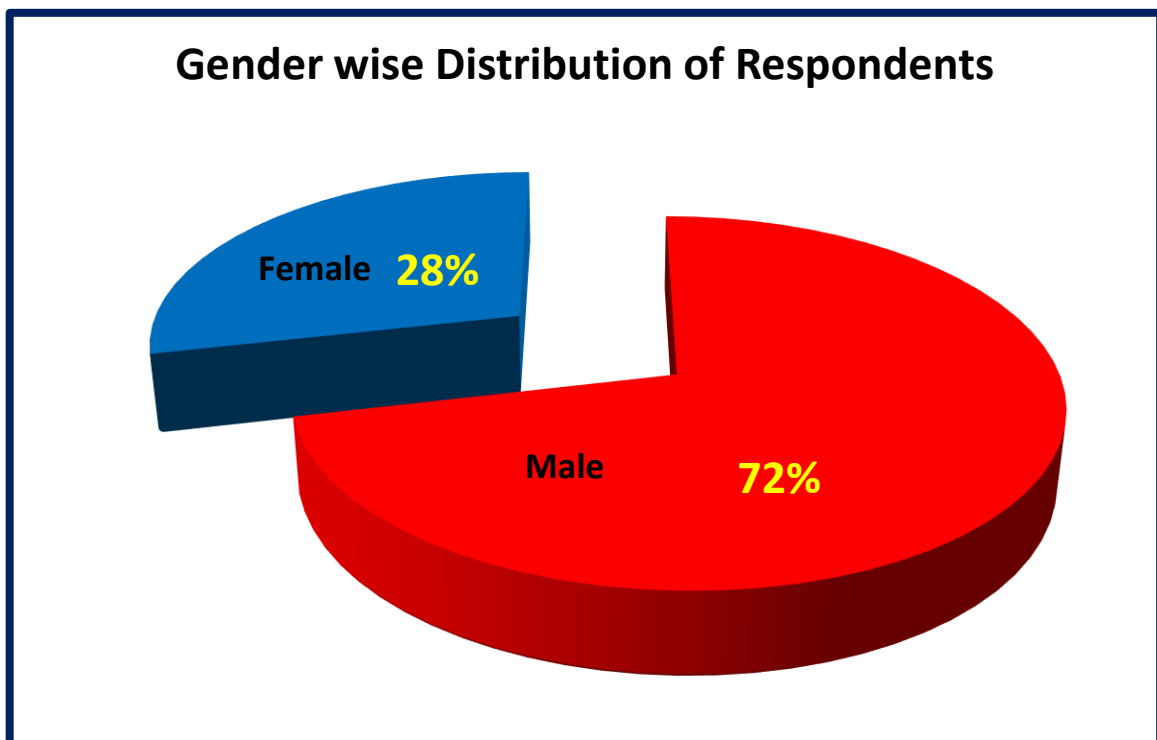

Gender wise Distribution of Respondents

Table 2: Age wise Distribution of Respondents

S. No	Age Wise Respondents	Frequency Users	Percentage
1	18-25	110	44
2	26-35	76	30.4
3	36-45	51	20.4
4	46-50	9	3.6
5	Above 50	4	1.6
	Total	250	100

Table 2 shows the higher than out of 250 respondents, majority of 110 (44.00%) were between the age of 18 to 25 years, whereas 76 (30.40%) respondents were at intervals twenty 20 to 35 years more matured. Regarding 51 (20.40%) respondents were in between 36 to 45 years more matured following 09 (3.6%) respondents were of 46 to 55 years more matured. Only (1.60%) 04 respondents were of and quite the age of above 50 years. The results demonstrate the down use of the library with relevance age.

- 18-25
- 26-35
- 36-45
- 46-50
- Above 50
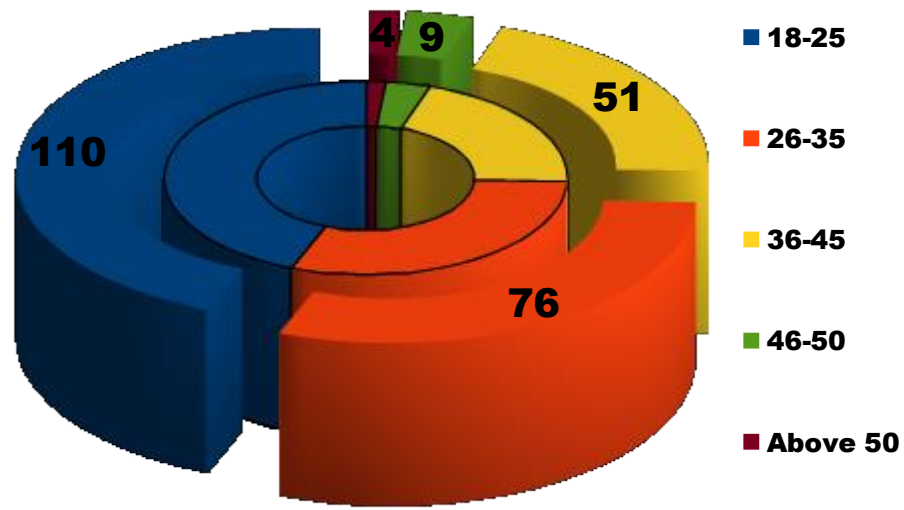
Table 3: Level of Education of Respondents

S. No	Age Wise Respondents	Frequency Users	Percentage
1	Metric	45	18
2	Intermediate	30	12
3	Degree	115	46
4	Master Degree	50	20
5	Research Scholar	10	4
	Total	250	100

Table 3: shows that the library in keeping with the qualification of users, wherever the best use of the library by 116 respondents (46.00%) is completed by graduate students. The respondents with 50(20.00%) following the Masters degree, 45 respondents (18%) with metric study, were regarding

30 (12.00%) whereas respondents with Intermediate qualifications, creating the fall of 10 (04.00%) respondents research scholars. It shows the smallest amount use of users with Research Scholar and intermediate qualifications.

Table 4: Distribution Level of Professional Status

S. No	Age Wise Respondents	Frequency Users	Percentage
1	Students	145	58
2	Self Employees	20	8
3	Government Employees	42	16.8
4	Unemployed	35	14
5	Research Scholar	8	3.2
	Total	250	100

Table 4 represents the mistreatment frequency of the library with relevance user's profession. it's clear from the table that most usage of library is finished by the students with 145(58.00%) and highest respondents of library users. The Government Employees 42(16.80%) second highest respondents in the study. The unemployed and self-employees were conjointly gifted however in low quantity. The Research scholar 8(03.20%) conjointly were gift in little amount of respondents in the study.

Table 5: Purpose of visiting the library

S. No	Reasons of Library Visit	Frequency Users	Percentage
1	Preparing Competitive Exam /Coaching	47	18.8
2	News Paper and Periodicals read	60	24
3	Reading Subject Book	25	10
4	Borrow and Return of Books	62	24.8
5	Reading Current Affairs	27	10.8
6	Recreation and Entertainment	7	2.8
7	Related to Academic Activities	10	4
8	Use of Internet	12	4.8
	Total	250	100

Table 5 represents the library with relevance user's purpose of the visit. It's clear from the table that most usage of library visitors is books borrow and returns 62(24.80%). The Second highest visitors of News Papers and periodicals 60(24.00%) readers. The Preparing competitive exam/coaching and reading current affairs were third highest readers in the library. Conjointly different types of visitors were gift in little amount.
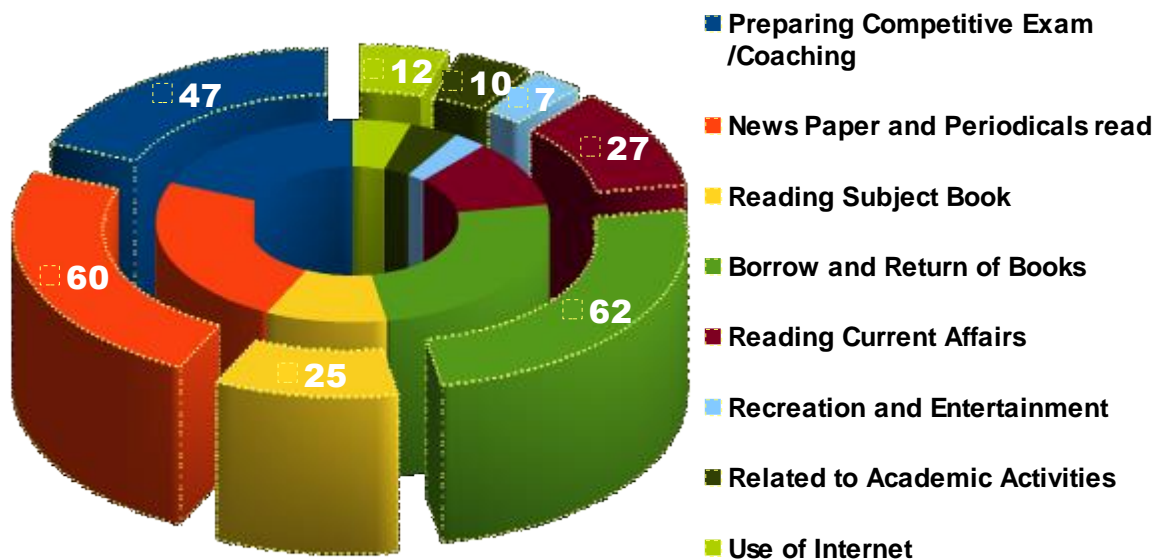
Legend:
- ■ Preparing Competitive Exam /Coaching
- ■ News Paper and Periodicals read
- ■ Reading Subject Book
- ■ Borrow and Return of Books
- ■ Reading Current Affairs
- ■ Recreation and Entertainment
- ■ Related to Academic Activities
- ■ Use of Internet

Table 6: Respondents Time Spent in Library

S. No	Time Spent by Respondents	Frequency Users	Percentage
1	Below One Hours	22	8.8
2	One and Half Hours	68	27.2
3	One to Two Hours	75	30
4	Two to Three Hours	44	17.6
5	Three and 5 Hours	31	12.4
6	More than Five Hours	10	4
	Total	250	100

Table 6 shows that the library with relevance user's purpose of spent time in the library. Above said table represents clearly that most usage of library time spent one to two hours 75(30.00%). The Second highest time spent of visitors of one and half hours 68(27.20%). The two to three hours 44(17.60%) times spent were third highest readers in the library and 31(12.40%) of users three to 5 hours times spent in daily. Less than one hour and more than five hours times spent of visitors were gift in little amount.

Table 7: Information needs and level of satisfaction of users

Library Services	Responses Frequencies	Levels of Information needs Satisfaction					
		More Satisfied		Satisfied		Dissatisfied	
		Response	%	Response	%	Response	%
Education Needs	8	5	62.5	2	25	1	12.5
Current Affairs	21	12	57.14	7	33.34	2	9.52
Professional Information	15	8	53.33	6	40	1	6.67
Research Needs	20	6	30	5	25	9	45
General Information	46	21	45.65	22	47.83	3	6.52
Job Related needs of Information	52	20	38.46	26	50	6	11.54
Periodicals Needs	88	52	59.09	28	31.82	8	9.09

Table 7 shows that the satisfaction level of information needs with the library. Higher than out of 250 respondents, majority of 124 more satisfied with library information needs, whereas 96 respondents were at satisfying with library resources and needs. Regarding 29 respondents were in only dissatisfied with library resources with them needs. The results demonstrate the increase use to the library.

**Table 8: Services provided by the library**

Library Services	Responses Frequencies	Levels of Library Service Satisfaction					
		More Satisfied		Satisfied		Dissatisfied	
		Response	%	Response	%	Response	%
Reference Services	12	3	25	7	58.33	2	16.67
Book Issue and Return	60	45	75	14	23.33	1	1.67
Non-Book Materials	18	6	33.33	10	55.56	2	11.11
Access Periodicals	85	54	63.53	28	32.94	3	3.53
Internet Services	15	6	40	8	53.33	1	6.67
Photocopy Services	20	5	25	8	40	7	35
User Assistant about Library	40	35	87.5	4	10	1	2.5

Table 8 shows that the satisfaction level of attitude with library staff members. Higher than out of 250 respondents, majority of 141 more satisfied with attitude of library staff members, whereas 78 respondents were at satisfying with attitude of library staff members. Regarding 21 respondents were in only dissatisfied with attitude of library staff members. The results demonstrate the best services to the library users.

Table 9: Suggestion about the improvement of Library

S. No	Plan of Suggestion	Frequency Users	Percentage
1	Flexible of Library Timing	22	8.8
2	To Update the Materials	98	39.2
3	Cooperative staffs Attitude	44	17.6
4	Improve the information on Library	86	34.4
	Total	250	100

Table 9 shows that the Suggestion about the library improvements. The highest of respondents 98(39.2%) give suggestion to the update the library materials and 86(34.4%) give suggestion to the improve the resources of general information. Cooperative staffs attitude 44(17.6%) and flexible of library timing 22(8.8%) to refer to the competitive examination.

	98			86
100				
80				
60				
40			44	
22				
20				
0				

To Update the Materials   Improve the information on Library

Flexible of Library Timing   Cooperative staffs Attitude
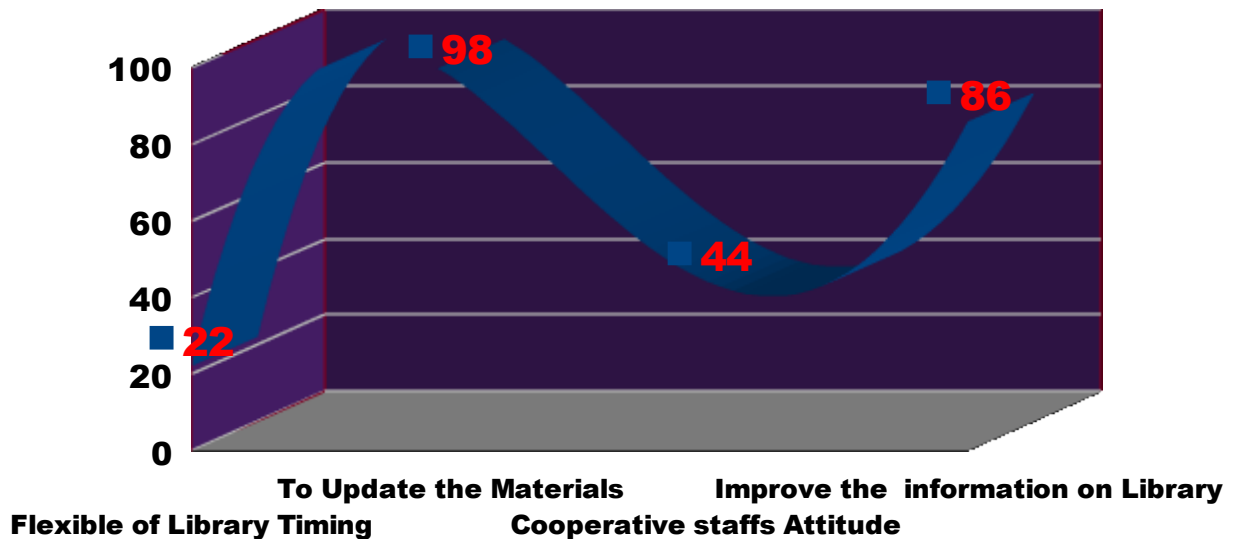
VI. FINDING OF CONCLUSION AND RECOMMENDATIONS

In these studies find out the resources and satisfactions of the Thiruvallur District Central Library as public library.

1. The majority of 110 (44.00%) respondents were between the age of 18 to 25 years and 1.6 percentages of respondents above 50 ages.

2. The most of the respondents of library users qualification was Graduate degree and research scholar is the lowest respondents of this study, the utilization purpose of the library to academic purposes.

3. The most usage of library visitors the books borrow and returns 62(24.80%). The Second highest visitors of News Papers and periodicals 60(24.00%) readers.

4. The Study emphasis of library time one to two hours (30%) and below one hour (27%) spent by the respondents.

5. The most of the respondents most satisfaction with needs of information 124(49.6%) and staffs services 141(56.4%) in Thiruvallur district central library.

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