

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

Winter 2-14-2020

Evaluative Study of Public Library Infrastructure for Adult Literacy initiative in Delhi

Kanwer Pal Singh

Research Scholar, kpsingh73.librarian@gmail.com

Projes Roy Dr.

Saheed Rajguru Collage of Applied Science for Women, Vasundhra, Delhi - 110092, projesroy@gmail.com

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>



Part of the [Library and Information Science Commons](#)

Singh, Kanwer Pal and Roy, Projes Dr., "Evaluative Study of Public Library Infrastructure for Adult Literacy initiative in Delhi" (2020). *Library Philosophy and Practice (e-journal)*. 4025.

<https://digitalcommons.unl.edu/libphilprac/4025>

Evaluative Study of Public Library Infrastructure for Adult Literacy initiative in Delhi

*Singh, Kanwer Pal, **Roy, Projes

ABSTRACT

The concept of literacy plays the most significant role in healthy and all round development of a nation. This study articulates the public library infrastructure for adult literacy initiative in Delhi. This study covers almost all public libraries in Delhi operate by the government, private body and NGOs. It vividly addresses the reading habits, collection strength and service facilities offered to the adult users.

Keywords: Adult Literacy, Reading habit, Public libraries, Collection, ICT Infrastructure, NGO, Delhi

1.1 INTRODUCTION

The role of the public library in tomorrow's adult education is not yet determined. Much has been tried in the past. New goals are now being formulated. Existing programs have been inventoried and something is known about them, such as who participates, and why. Virtually nothing objective is known about the effects of library service in adult education, however, and new tools of measurement are being sought. The author believes that two prime keys to the future educational importance of the public library as a social institution will be found in development of its functions in program planning and community research. It is assumed that these will supplement established service to the individual and the library own programs of discussion and informal study.

Some states and some areas within the states have shown higher rates of illiteracy among women, and efforts are afoot to improve the situation through the Sarva Shiksha Abhiyan of the government of India. As is expected, the literacy rate in the urban areas is higher than in the rural

It is clear that change has occurred in the literacy profile on both variables, namely gender and settlement, and the change is for the better. Because of the changes in literacy, one can expect changes in other aspects of the life of the people in terms of job opportunities, marriage, and mobility. It might also bring about changes in interpersonal and inter-group relations.

1.2 OBJECTIVES

The main objective of this investigation is to present a proposed plan for a comprehensive national adult literacy program with the help of Public Library.

1. To evaluate the library activities of public libraries for adult illiteracy program in Delhi.
2. To study the literacy rate of the people of Delhi in rural/urban.
3. To find out adult female literacy rate and public library initiative in Delhi
4. To find out the way out to eradicate of adult female through public library in Delhi.

1.3 SCOPE OF THE STUDY CONFINED ONLY TO:

The study has chosen prominent libraries in different zone of the Delhi (i.e. South, East, North and West). The libraries are as follows Delhi Public Library, Hardayal Municipal Public Library, India Habitat Centre Library, Japan Foundation Library, Sahitya Kala Akademi Library, Kalanidhi (IGNCA), Dayal Singh Public Library, Marwari Sarvjanik Pustakalaya, Mahaveer Jain Public Library and Rama Krishna Mission Library. The libraries are coded with the acronyms i.e. DPL, HMPL, IHC, JFL, SKAL, KALA, DSPL, MSPL, MJPL and RK Mission.

1.4 METHODOLOGY

This is essential a survey study, this study has used two separate structure questionnaire in order to achieve the objectives of the present study. Two different questionnaires prepared to collect the research data. In the first questionnaire the study tried to discover different tools and facilities using for the adult literacy program and in the second questionnaire the study tried to understand the user's acceptance and satisfaction by those said libraries. This face-to-face communication has helped the investigator to carry out his research with confidence. Randomly selected 225 end users from all libraries under study have been taken and the copies of the questionnaire were distributed among the participants.

A separate questionnaire has been design to accumulate information regarding the public libraries in Delhi, the libraries are different in infrastructure for the adult illiteracy and it does vary from library to library. To understand the basic facility provide to the users community by the ten public

libraries in Delhi and the diversification among the libraries. This data has correlated with the users prospective.

2. ANALYSIS AND INTERPRETATION

2.1 LAYOUT OF THE LIBRARIES

Table 4: Library Layout

DPL	HMPL	IH	JF	SKAL	RK Mission	IGNCA	DSPL	MSP	MJPL
5890	4500	4000	500	7200	550	2200	5000	1600	550

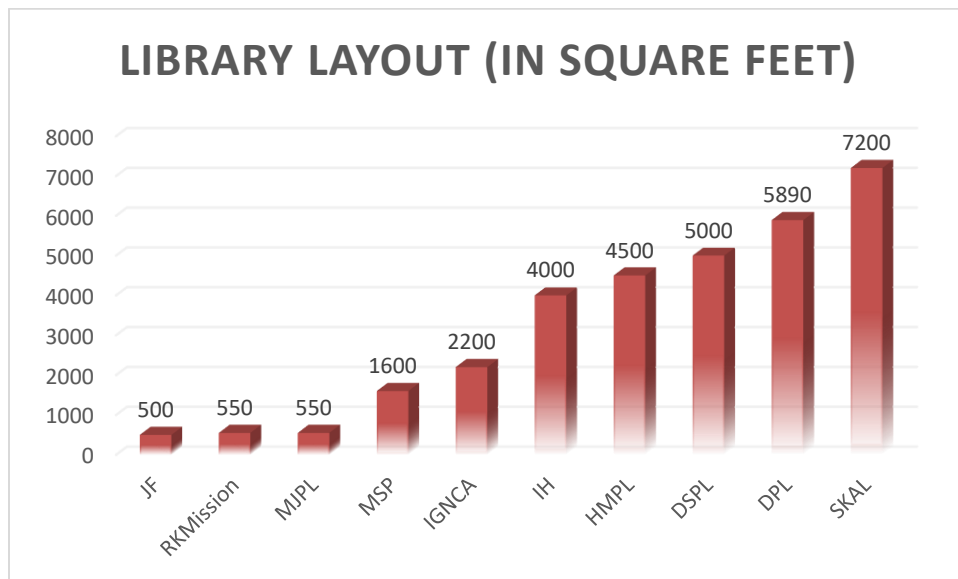


Fig 4: Library Layout

The above table (Table-4) and figure (Fig-4) showing total layout of the surveyed library and showing graphical statement of the surveyed libraries. Total area of the SKAL 7200Sq. feet, DPL 5890 Sq. feet, DSPL have total area for library is 5000 Sq. feet, HMPL having area for library is 4500Sq. feet, IH have 4000 Sq. feet, IGNCA having 2200Sq. feet area for library activities, MSP have 1600Sq. feet for library, RK Mission and MJPL have 550Sq. feet area for library respectively and JF have 500Sq. feet for library.

As per the discussion and the survey conducted by the researcher there is no provision for the illiterate in the library premises. No initiative has been taken by the any public library in Delhi. Only some libraries have provision for physically challenged persons to use their library services and collections only DPL, IHC, IGNCA and DSPL have to facilities for physically challenged persons to use their libraries. There is no provision in HMPL, JF, Sahitya Academy, MSPL and MJPL for the physically challenged persons. Researcher found brail section in the DPL only. There is no provision for female literacy program in any of the Public Library in Delhi. According survey there is provision for adult/ young literacy program in some libraries like DPL, HMPL, IGNCA, DSPL partially and no provision for adult and young literacy program in IHC, JF, MSPL, MJPL libraries.

2.2 SEATING CAPACITY

According to the collected research survey done by researcher collected data about the seating capacity of the library surveyed maximum seating capacity for the library users 250 HMPL, 200 at RK Mission, 160seating capacity at IGNCA, 143 at DPL, 100 seating capacity at DSPL and MSP respectively, JF & SKAL have 75 seats for users and 40 seating capacity for users at MJPL.

Table 1: Library Users Seating Capacity

DPL	HMPL	IH	JF	SKAL	RK Mission	IGNCA	DSPL	MSP	MJPL
143	250	75	50	75	200	160	100	100	40

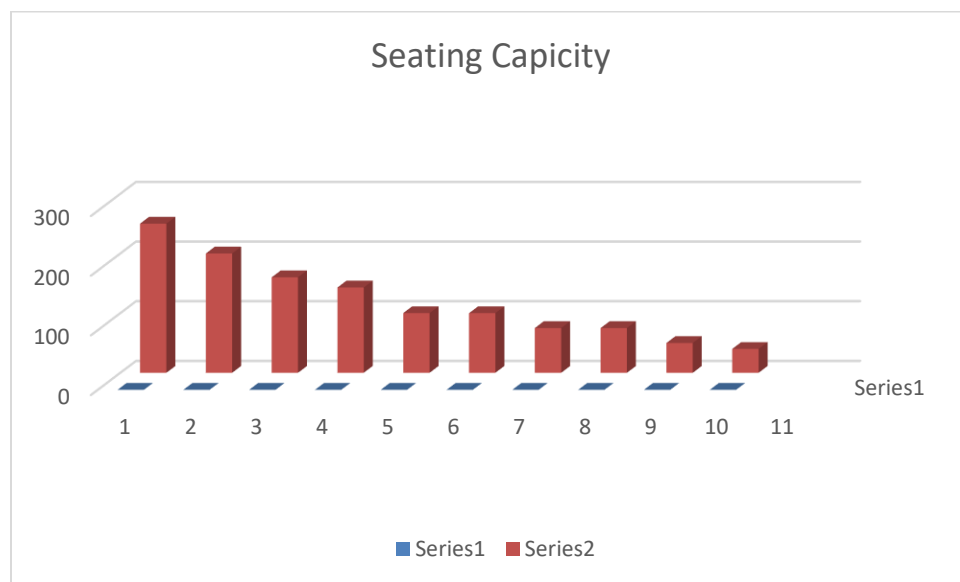


Fig. 1: Library User Seating Capacity

Above table (Table-1) showing the details users seating capacity of the library users in surveyed libraries and above (Fig.1) presenting its graphical presentation of users seating capacity of the library users in surveyed libraries for their study point of view. Seating capacity also a big issue to accommodate illiterate’s users in the public libraries because public libraries open for all.

2.3 LIBRARY COLLECTION

At the time of survey done, researcher found the total book collection in the libraries shown in the table 2 and fig. 2. Total collection of the DPL is 1763260, which is highest in the all surveyed libraries, and IGNCA have 180000 books in the library at the time of survey of library. 173860 books are in the HMPL, 172576 books in SKAL, 55000 approx books are in the MJPL,

Table 2: Total Library Book Collection

DPL	HMPL	IH	JF	SKAL	RK Mission	IGNCA	DSPL	MSP	MJPL
1763260	173860	15082	15000	172576	42211	180000	43000	35000	55000

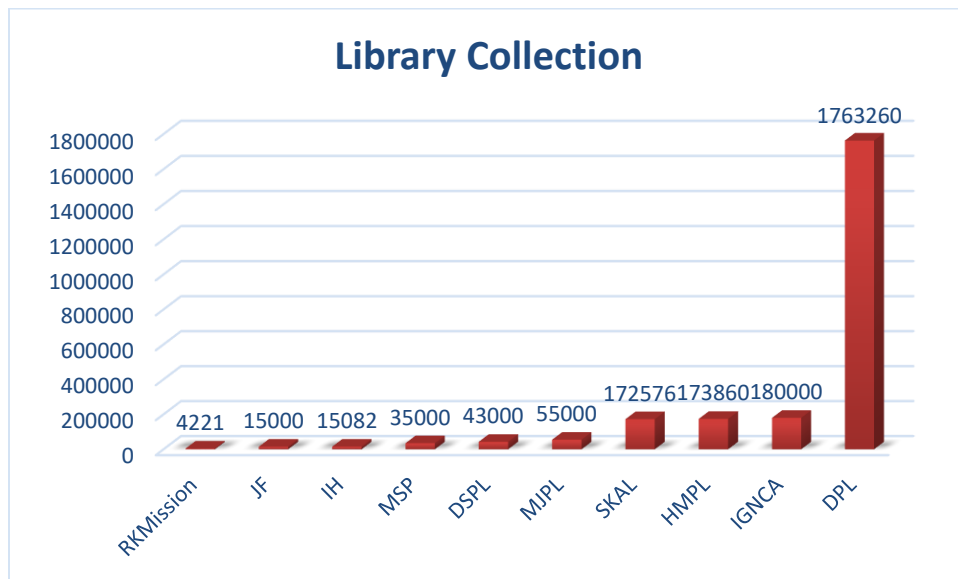


Fig. 2: Total Library Book Collection

The above table (Table-2) shows the details of total book collection in the surveyed libraries and (Fig. 2) showing its graphical presentation of total book collection in the surveyed libraries. All over the world public libraries are dedicated to providing free and equitable access to information for all, either it is written, electronic or audiovisual form. They play a key role in creating literate environments and promoting literacy by offering relevant and attractive reading material for all ages and all literacy levels and by offering adult and family literacy classes. They embrace the social responsibility to offer services that bridge social, political and economic barriers, and traditionally make a special effort to extend their services to marginalized people. Libraries assist in finding, using and interpreting appropriate information that opens up opportunities for lifelong learning, literacy enhancement, informed citizenship, recreation, creative imagination, individual research, critical thinking, and ultimately, empowerment in an increasingly complex world.

3. ICT INFRASTRUCTURE IN PUBLIC LIBRARIES

In the context of automation of the libraries Delhi public Library, India Habitat Centre Library, Japan Foundation Library, SahityaAcademi Library, RK Mission, IGNC and DSPL are fully automated using different library software like KOHA, LibSys, Alice for Window and customized library software's. Only three libraries i.e. Hardyal Municipal Public Library, Marwari SarvjanikPustakalya and Mahaveer Jain Public Library are not automated, they are using old trends of the circulation like register, card system etc.

According to the some barriers in automation, some library and its staff facing problems like ICT trained staff- HMPL, RK Mission and MSP have some technological problem because these libraries do not have sufficient ICT Trained staff in the library. All the libraries have full power support except Marwari SarvjanikPustakalaya and Mahaveer Jain Public Library. All the libraries have full space to accommodate their users and the collection except Marwari SarvjanikPustakalaya and Mahaveer Jain Public Library as per the survey conducted. Most of the libraries get full co-operation by the authority except two libraries Marwari SarvjanikPustakalaya and Mahaveer Jain Public Library. One of the most relevant and major part of any institute is fund. So, Delhi Public Library, India Habitat Library, Japan Foundation Library, SahityaAcademi Library, RK Mission and Dayal Singh Public Library do not have any issue regarding funding and finance these all are running with the financial support of the authorities. Only two out of ten is

facing problem related to fund and finance these are IGNCA, Marwari SarvjanikPustakalaya and Mahaveer Jain Public Library are facing some problems related to finance these libraries do not have sufficient funds to run the libraries smoothly.

When we talk about the ICT infrastructure availability in the Public libraries in Delhi like computer, computers are available in all the libraries except one library i.e. Marwari SarvjanikPustakalaya. Library automation software is available in Delhi public library, India Habitat Centre Library, Japan Foundation, RK Mission, IGNCA and DSPL. Only three libraries do not have library automation software these are HMPL, MSP and MJPL. ICT Trained staff available in DPL, IH, JF, Sahitya Academy, RM Mission, IGNCA and DSPL. There is no ICT trained staff in the MSP and MJPL. We people know this is age of internet so internet connectivity through LAN, WAN and wi-fi, there is almost all library have internet connection except two one is MSP and another one is MJPL. As per the LAN facility DPL, IH, JF, Sahitya, RM Mission, DSPL having LAN facility in their libraries. Only two libraries do not have LAN facility. As we all know that is the era for database record/ information in comparison of holding books in the library. Delhi Public Library, IH, JF, Sahitya, RK Mission, IGNCA and DSPL having their library records updates on the website only three of them is not have database record like HMPL, MSPL and MJPL. About the network programme in the public libraries there is networking programme in the DPL, IH, JF, Sahitya Academy, RK Mission, IGNCA and DSPL out of this there is three libraries which is do not have this kind of programme i.e. HMPL, MSP and MJPL.

4. VALUE ADDED SERVICE

4.1 Children Corner

Table 5: Children Corner of Public Libraries in Delhi

DPL	HMPL	IH	JF	SahityaAcademi	RK Mission	IGNCA	DSPL	MSP	MJPL
Yes	No	No	Yes	No	No	No	No	No	No

The above table shows that the children corner is missing in many of the libraries. Though the other libraries advocated that the library used to conduct many events for the children and also developed handsome collection for the children. The Delhi Public library and Japan Foundation

library created a finest corner for the children. The children users are shows keen interest to come to the library and spend most of the time in library in the week end.

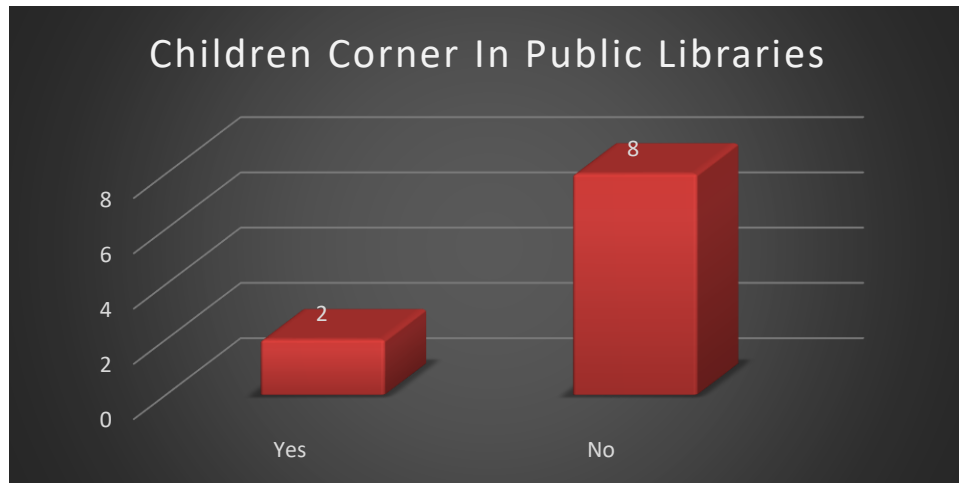


Fig. 5: Children Corner in Public Libraries

4.2 Technical & Infrastructural Facilities

The user community is the most important constituent of a library. Every information service exists for the sole aim of satisfying its users. How well this purpose is served is a measure of the effectiveness of that information service. All libraries (public, academic, and specialist) need to develop plans regarding their goals, service priorities, resource allotment etc. For these plans to be effectively developed and implemented, regular collecting and analysis of performance data is necessary. And so is user feedback on how well services meet their needs and user “comment on enviable new services and developments to existing services”.

Researcher tried to find out the satisfaction level of the users with the help of the survey conducted by him on different aspects of library services provided by the different Public Libraries on the basis of Location, arrangement of books, Furniture and equipment’s provided by the libraries, lightning and ventilation of the library, helpfulness of the library working staff, cleanliness of the library and surrounding and reading room facilities provided by the Public Libraries in Delhi.

5. USER RESPONSE

5.1 Location of the Libraries

Table 6: Location

Location	Respondent
High	148

Average	26
Not	6
Total	180

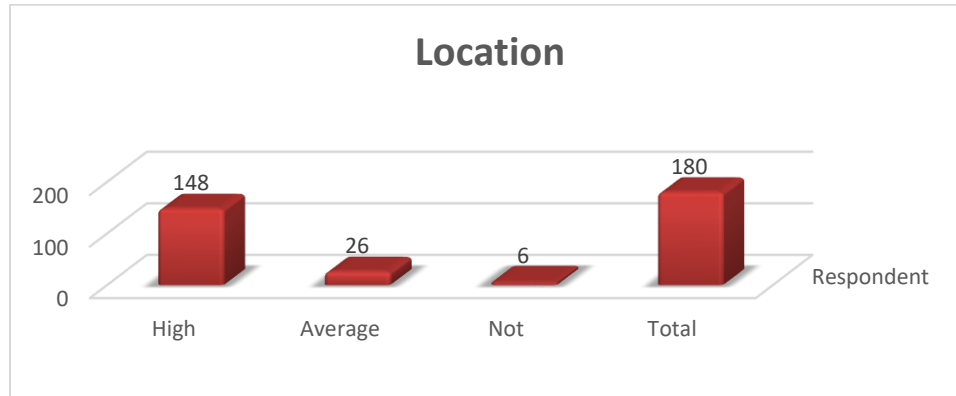


Figure 6: Location

Table 6 and **Fig. 6** showed the satisfied and unsatisfied users of public libraries on the basis of library locations. As the responses given by the users of public libraries most of the users are satisfied by the locations of the libraries. For this 180 responses received from the users to check the satisfaction level of the users out of 180 users 148 users are very satisfied by the locations of the libraries 26 users are average satisfied and only few number of users are not satisfied by the location they are very few in numbers and numbers are only 6. Therefore, majority of the users are very satisfied by the locations.

5.1.1 Adult Users on Location of the libraries

Table 7: Adult user's responses on location of the library

Location	Respondent
High	116
Average	8
Not	5
Total	129

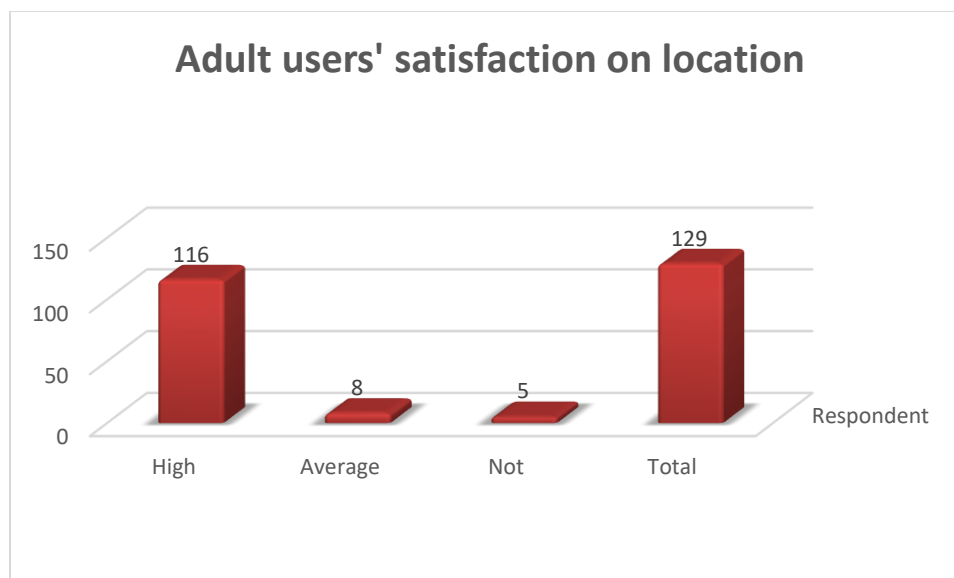


Figure 7: Adult user's responses on location of the library

Table 7 and **Fig.: 7** showing the satisfied and unsatisfied adult users of public libraries on the basis of library locations. As the responses given by the adult users of public libraries most of the users are satisfied by the location of the libraries. For this 129 responses received from the adult users to check the satisfaction level of the users out of 129 users 116 users are very satisfied, 8 users are average satisfied and only few number of users are not satisfied by the location they are very few in numbers and numbers are only 5.

5.2 Furniture and Equipment

Table 10: Furniture and Equipment

Furniture and equipment	Respondent
High	121
Average	42
Not	17
Total	180

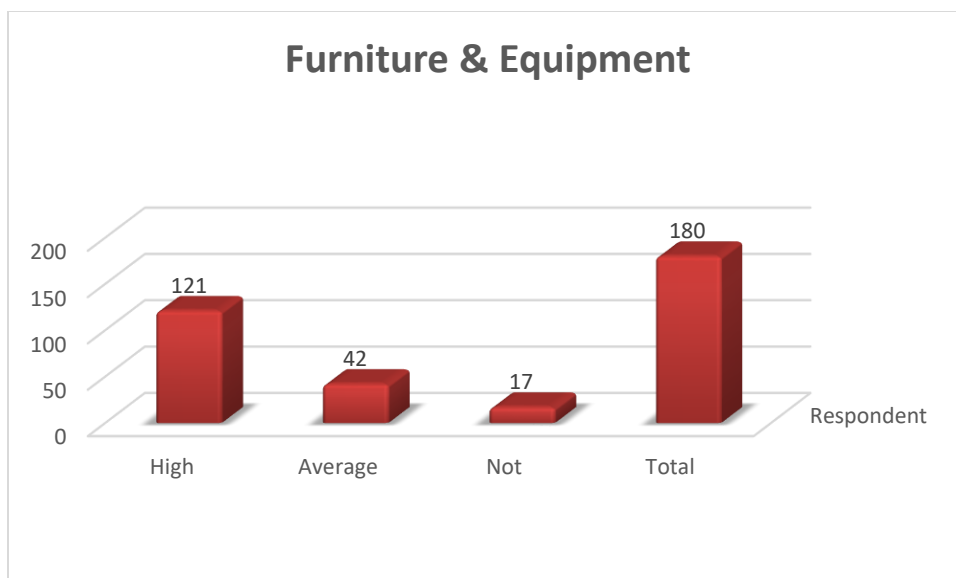


Figure 10: Furniture and Equipment

Table 10 and **Fig.: 10** showing the satisfied and unsatisfied users of public libraries on the basis of furniture and equipment provided by the public libraries. As the table and figure showing the maximum users are happy with furniture and equipment provided by the libraries. Most of the users are happy with the chairs and tables provided by the libraries to sit and reading in the public libraries. The number of satisfied users are 121, average satisfied users are 42 and not satisfied users are very less in numbers i.e. 17.

Therefore, most of the users are very highly satisfied by the furniture and equipment provided by the public libraries in Delhi.

5.2.1 Adult Users on Furniture and Equipment

Table 11: Adult responses on Furniture and Equipment's

Furniture and equipment	Respondent
High	90
Average	29
Not	10
Total	129

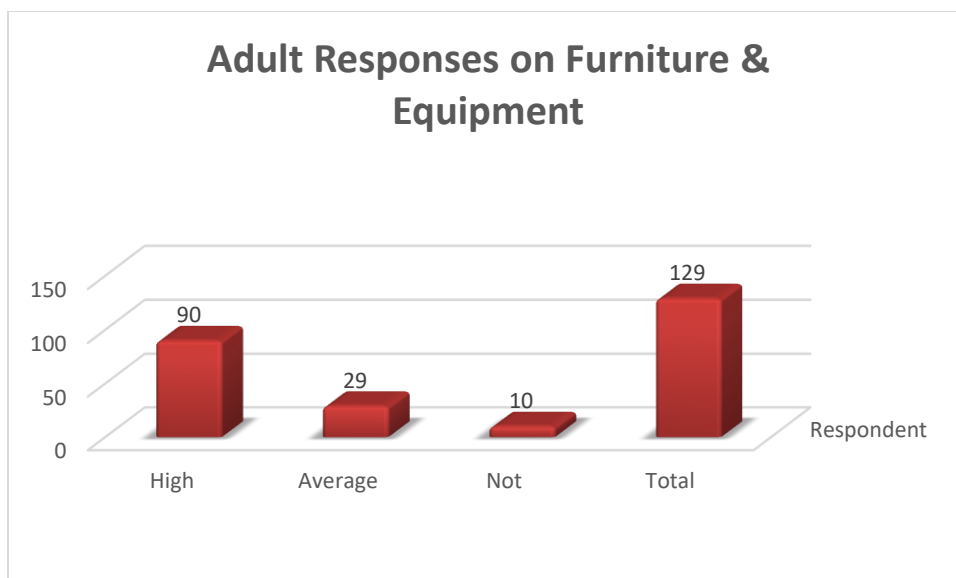


Figure 11: Adult responses on Furniture and Equipment's

Table 11 and **Fig.: 11** showing the satisfied and unsatisfied adult users of public libraries on the basis of furniture and equipment provided by the public libraries. Most of the Adult users are happy with the furniture like chairs and tables provided by the libraries to sitting and reading in the public libraries. The number of satisfied adult users are 90, average satisfied users are 29 and not satisfied adult users are 10.

5.3 Lightning and Ventilation

Table 12: Lightning and Ventilation

Lighting and Ventilation	Respondent
High	123
Average	42
Not	15
Total	180

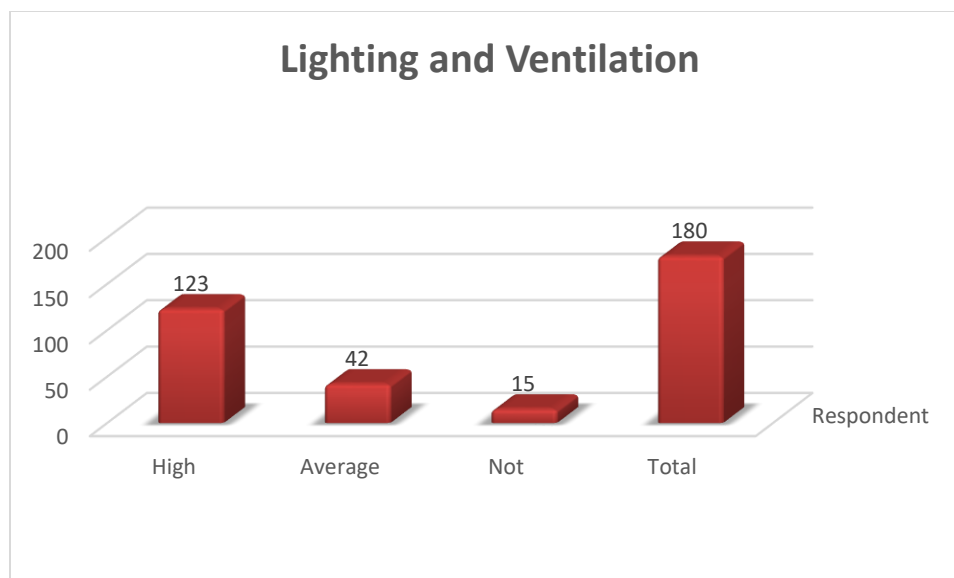


Figure 12: Lightning and Ventilation

Table 12 and **Fig.: 12** showing the satisfied and unsatisfied users of public libraries on the basis of lightening and ventilation provided by the public libraries. Every public libraries tried to provide proper lightning and ventilation for the users in the public libraries in Delhi. There is comfort lightning and ventilation found and proved by the survey. 123 users are very highly satisfied by the lightning and ventilation facilities provided by the public libraries in Delhi. 42 users are average satisfied by the lightning and ventilation and only 15 users are not satisfied by the users. Therefore, maximum users are satisfied by the lightning and ventilation facilities provided by the public libraries Delhi.

5.3.1 Adult Users on Lightning and Ventilation

Table 13: Adult responses on lightning and ventilation

Lightning and Ventilation	Respondent
High	89
Average	31
Not	9
Total	129

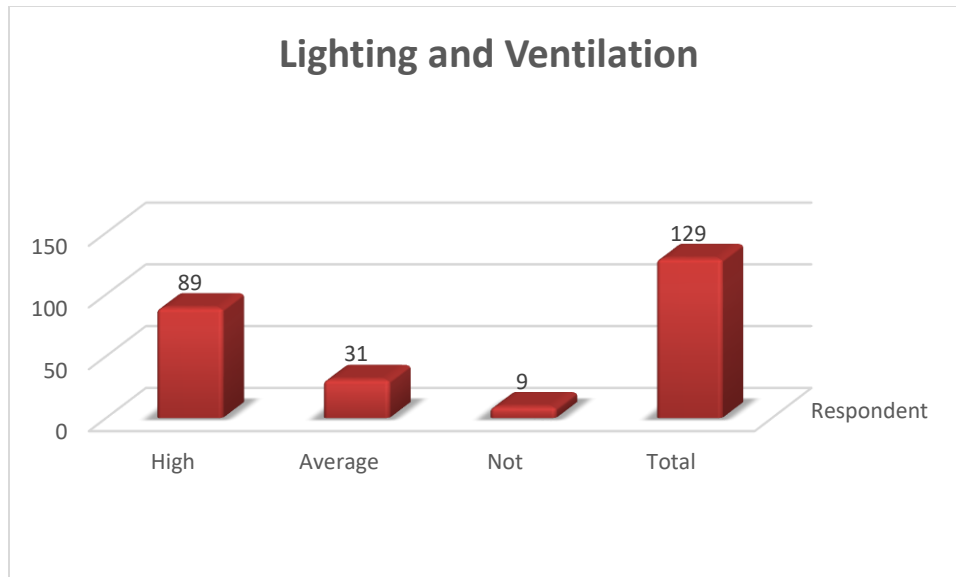


Figure 13: Adult responses on lightning and ventilation

Table 13 and **Fig.: 13** showing the satisfied and unsatisfied adult users of public libraries on the basis of lightening and ventilation provided by the public libraries. Total 89 adult users are very highly satisfied by the lightning and ventilation facilities provided by the public libraries in Delhi. 31 adult users are average satisfied by the lightning and ventilation and only 9 adult users are not satisfied by the users.

5.4 Cleanliness of the library

Table 14: Cleanliness

Cleanliness	Respondent
High	133
Average	38
Not	9
Total	180

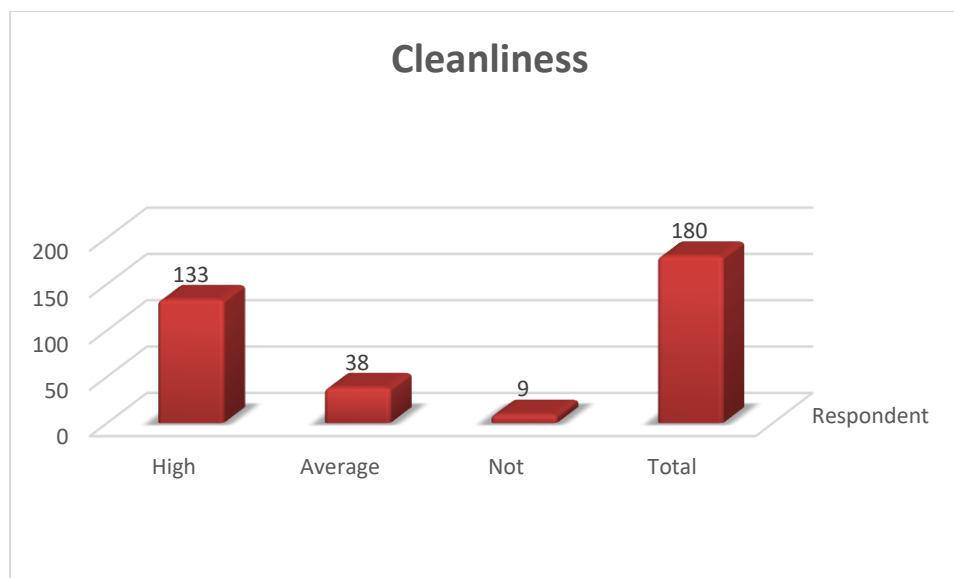


Figure 14: Cleanliness

Table 14 and **Fig.: 14** showing the satisfied and unsatisfied users of public libraries on the basis of cleanliness of the surveyed public libraries. The importance of cleanliness in our lives cannot be denied. Maintaining a clean environment is for the health of all humans, as their health completely depends on the atmosphere. A bad environment is solely responsible for spoiling the health of the people around. Dirt and disease go together. As researcher found in survey conducted by him most of the libraries having very clean and hygienic for the users. In the regards 133 users are very happy and satisfied, 38 users are average satisfied and only 9 users and unhappy in this regard. Therefore, most of the users are very happy and satisfied with cleanliness and hygienic facilities provided by the public libraries in Delhi.

5.4.1 Adult Users on Cleanliness of the library

Table 15: Adult responses on cleanliness of the libraries

Cleanliness	Respondent
High	98
Average	23
Not	8
Total	129

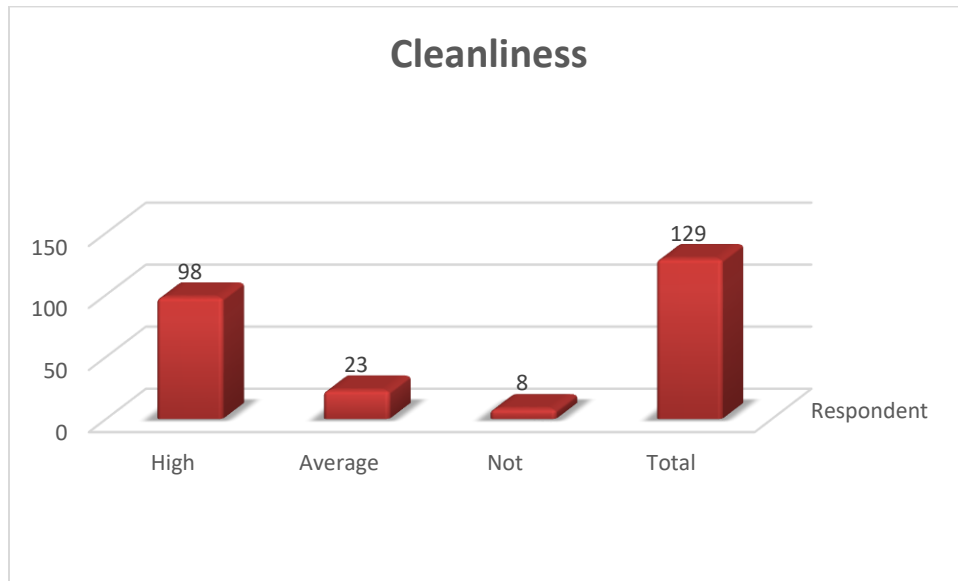


Figure 15: Adult responses on cleanliness of the libraries

Table 15 and **Fig.: 15** showing the satisfied and unsatisfied adult users of public libraries on the basis of cleanliness of the surveyed public libraries. Researcher found in survey conducted by him most of the libraries having very clean and hygienic for the users. In the regards 98 adult users are very happy and satisfied, 23 adult users are average satisfied and only 8 adult users and unhappy with this.

5.5 Reading Room

Table 16: Reading Room

Reading Room	Respondent
High	106
Average	48
Not	26
Total	180

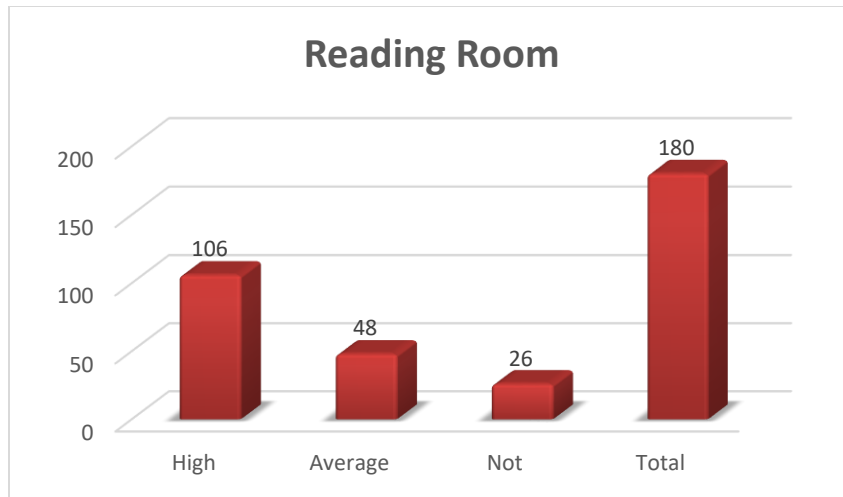


Figure 16: Reading Room

Table 16 and **Fig.: 16** showing the satisfied and unsatisfied users of public libraries on the basis of reading room facilities provided by the surveyed public libraries. A reading room is a quiet room in a library or museum where you can read and study.

As we know there is very important role of the reading room in the library, whatever it is academic library, special library or public library. Main focus of the library administration is to given comfort place to read the users. On the basis of survey of 180 respondents 106 users are highly satisfied by the reading room facilities provided by the public libraries in Delhi, 48 users are average satisfied and only 26 users are unsatisfied by reading room facilities provided by the public libraries in Delhi. Although, the overall users and very highly satisfied by the reading room facilities in public libraries in Delhi.

5.5.1 Adult Users on Reading Room

Table 17: Adult responses on Reading Room Facilities

Location	Respondent
High	71
Average	36
Not	22
Total	129

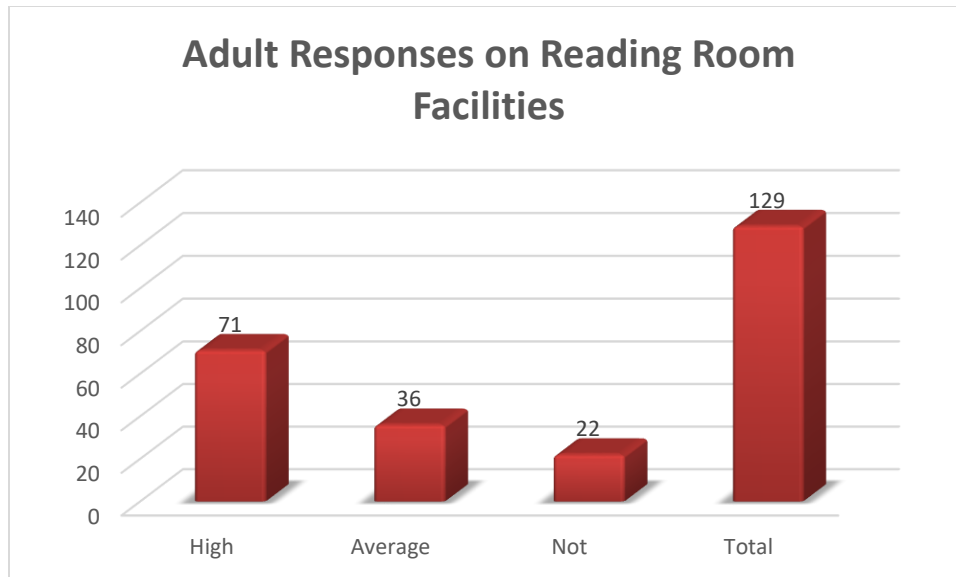


Figure 17: Adult responses on reading room facilities

Table 17 and **Fig.: 17** showing the satisfied and unsatisfied adult users of public libraries on the basis of reading room facilities provided by the surveyed public libraries. On the basis of survey of 129 adult respondents 71 adult users are highly satisfied by the reading room facilities provided by the public libraries in Delhi, 36 adult users are average satisfied and only 22 adult users are unsatisfied by reading room facilities provided by the public libraries in Delhi.

6. Overall Satisfaction on Library Facilities

Table 18: Overall Satisfied Library Services

Overall Satisfied facilities of Library	Respondent
High	128
Average	40
Not	12
Total	180

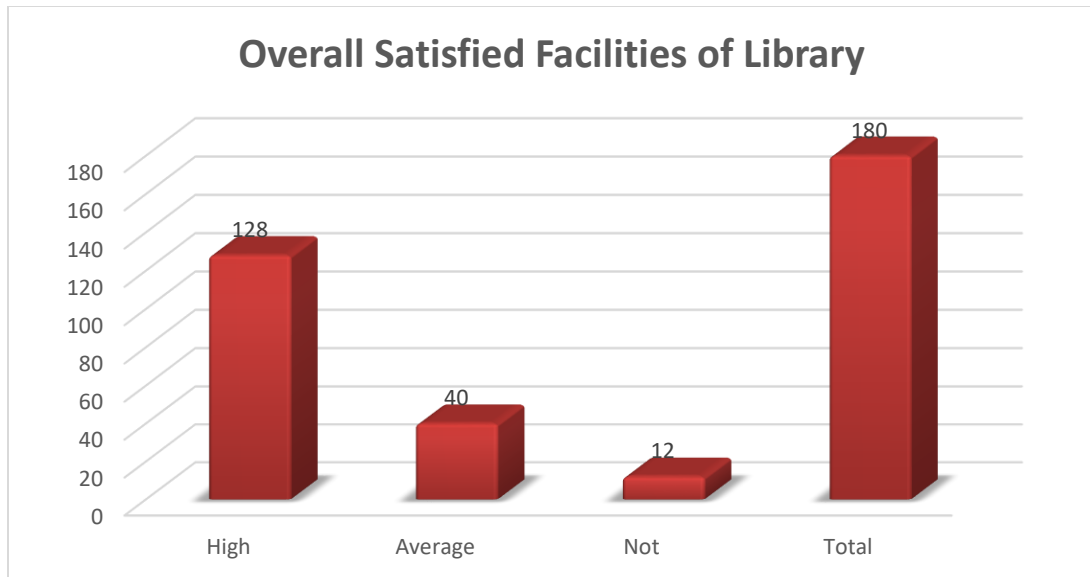


Figure 18: Overall Satisfied Library Services

Table 18 and **Fig. 18** showing the satisfied and unsatisfied users of public libraries on the basis of overall library services provided by the provided by the surveyed public libraries. It is mentioned here the overall satisfaction of the library services provided by the public libraries in Delhi on the basis of Location, arrangement of books, Furniture and equipment's provided by the libraries, lightning and ventilation of the library, helpfulness of the library working staff, cleanliness of the library and surrounding and reading room facilities. The users are very happy and satisfied by the public library administration in Delhi. 128 responses found positive on the basis of satisfaction experiencing by the users, 40 users and average satisfied by the overall services provided by the public library management and administration and only 12 users and unhappy and un satisfied by the overall management of the public libraries in Delhi.

6.1 Adult responses on Overall Facilities

Table 19: Overall Satisfied Facilities of Adult users Library

Overall Satisfied facilities of Library	Respondent
High	104
Average	22
Not	3
Total	129

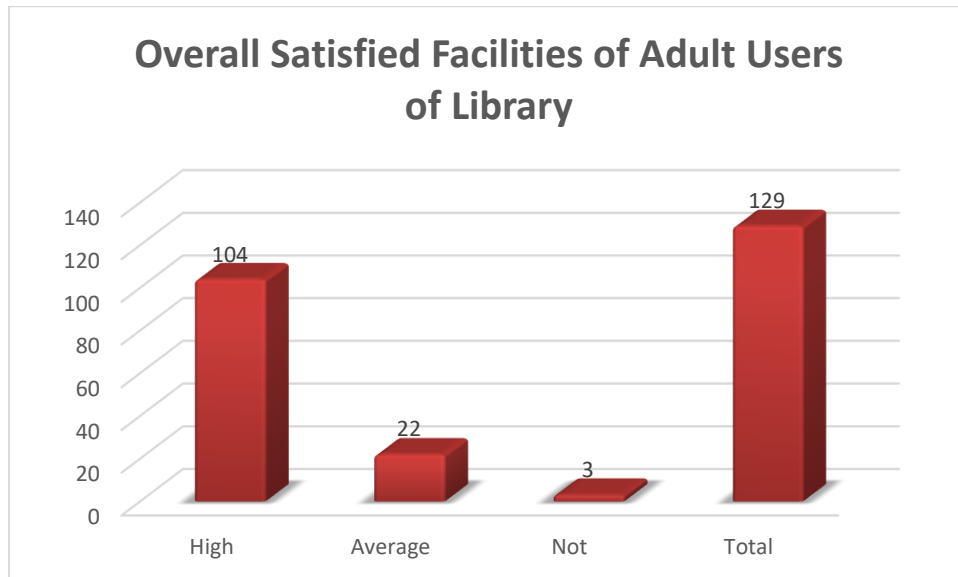


Figure 19: Overall Satisfied Facilities of adult users of Library

Table 19 and **Fig. 19** showing the satisfied and unsatisfied adult users of public libraries on the basis of overall satisfaction of the adult users of surveyed public libraries. 104 adult responses found positive on the basis of satisfaction experiencing by the users, 22 adult users average satisfied by the overall services provided by the public library management and administration and only 3 users and unhappy and un satisfied.

7. CONCLUSION

From the above discussion it has been found that the selected public libraries in Delhi are doing exceptionally well for the eradication of adult illiteracy program. The libraries have its lot of scarcity in terms of finance, space and staff. But the libraries are very much motivated towards the goal of eradication of adult illiteracy in Delhi. It is recommended that if government should take special initiative to start a special service through the library to eradication of adult illiteracy. The said special service can be act as a prototype for the Delhi itself can be extended to other part of the India.

BIBLIOGRAPHY

IFLA, 2001. Munchen Saur The public library service: IFLA/ UNESCO guidelines for development.

Parvathamma N and Reddy S, 2009. Use of Information resources and services in public libraries: a case of Bidar District, Karnataka State, India. *Annals of Library and Information Studies*, 56(12): 249-254.

Karisiddappa, C. R. 1999. Application of modern technology to Public Libraries.

Nazeer Badhusha K and Nagarajan M, Development of Public Library Systems and Services in India , V3 *Journal of Library and Information Science*, Volume 1 Issue 1, 2012.

Sule NN, 2003. The contributions of rural library services to literacy development in Nigeria: A review of the past century and prospect of the new millennium. *Library Progress (International)*, 23(2): 133-141.

Vang V, 2004. Public library services to the Hmong American community: Much room for improvement. *IFLA Journal*, 31(4): 315-323.

Verma SS, 2002. A study of public libraries and literacy movement in India with special reference to Delhi, Haryana, and Rajasthan: A research report. *Library Herald*, 39(3): 187-190.