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Utilization and User Satisfaction of Public Library Resources and Services: A Case Study of City Central Library, Shimoga, India.

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Abstract

The Public library plays a pivotal role in modern society. Public libraries, by providing free access to the resources, support all groups of users like students, teachers, researchers, physically challenged people, retired people, businessmen, homemakers, etc. The present study investigates the utilization and user satisfaction of public library resources and services at City Central Library, Shimoga, India. The study examines the various resources available and the services rendered by the City Central Library, Shimoga. Questionnaire-based survey was used to collect data for the present study, where 100 questionnaires representing 80% were received out of 125 questionnaires distributed. The data were analyzed and interpreted with the help of SPSS software (version 6.0) and MS-Excel. It was found that majority of the users (50% above) were

satisfied with the resources, facilities and services provided by the library. It was discovered by the study that the library is extensively used by the users of all age groups.

Keywords: Public Library, User Satisfaction, Public Library Users, Public Library Resources, Public Library Services, City Central Library, Shimoga.

1. Introduction

Public Library, which is also known as people's university, plays a vital role in society in providing information for education, recreation and research. Public libraries create and promote reading habit among the people in society. Public libraries by providing free access to the resources, support all groups of users like students, teachers, researchers, physically challenged people, retired people, businessmen, homemakers etc. Public libraries, through their resources and services are attracting the people towards them and also are embracing technologies to meet the information needs. City Central Library, Shimoga, is located in Karnataka state in India. It was established in the year 1979. It is situated in the center of the town with many higher secondary schools and colleges in its surroundings. The total area of the library is about 10000sq.ft.with a seating capacity of 150. It is a well-equipped library having 47500 books, 48 magazines, and 21 newspapers. A separate section having books for the preparation of competitive examinations and a section for children having an excellent collection of storybooks, children Encyclopedia, child craft, Questions and Answer books, maintained by the library. There is a separate section for Braille books in the library. The library has ten branch libraries located in the various parts of Shimoga City. On average 750 users are visiting the library per day. The library is kept open on all days in the year between 8.30 am to 8.00 pm except on every Tuesday and on Government declared holidays.

2. Objectives of the Study

The objectives of the study are as follows:

- 1 To know the frequency of visits to the library.
- 2 To determine the main purpose of a visit to the library.
- 3 To assess the time spent in public libraries by the users.

- 4 To know the type of resources used by the users
- 5 To understand the services used by the users.
- 6 To ascertain the level of satisfaction with library resources, services, and Infrastructure.
- 7 To know the problems faced by the users in making use of the library.

3. Literature Review

Basil EnemuteIwhiwhu¹ stated that since collection, facilities, and services influence users' satisfaction, they need to be given top priority. The study recommended the need of financial assistance from the Government for collection development and for implementation of ICT facilities for the proper functioning of the library. Ashish Kumar Sharma² discovered that public libraries are playing very important role in development of society by providing information for educational needs of the society. IkenweIguehi Joy and Adegbilero- IwariIdowu³ reported that user satisfaction of public library services had become a major concern in recent times. Public libraries should provide up-to-date information and collection should be kept up-to-date by weeding out unused and very old books which are not required by the users. Attention should be given to physically challenged people in providing services to them. The public library should implement special programs to attract people, including those who are not formally educated.

Isabella Mary A and S. Dhanavandan⁴ stated that women should get benefit by libraries without any barriers and public libraries should provide equal facilities to men and women. The study conducted by Kefas Gilbert⁵ indicated that the majority 59 (78.67%) of the respondents are not satisfied with the library resources as they are not as per their needs. The study recommended having a collection development policy in the library. The study conducted by Chuma Opara NadozieIfeka E. Okeke and Nnamdi E. Onyekweodiri⁶ insisted on automation of the public libraries and provision of internet service in the public libraries. According to Tarvinder Singh Handa⁷ in India, more people are living in rural areas, and technologies are not implemented in libraries. Hence they should be provided with modern technology and highlighted the role of the librarian in attracting rural people to the rural public libraries.

Poonam Bhardwaj and Dharmesh Kumar ⁸ reported that most of people visit public libraries to read newspapers and magazines but they don't have time to use the other public library services. The study conducted by N.Lakshmi and T.Kavitha ⁹ showed that Government has to support to raise and upgrade public libraries to international standards by computerizing and networking of library collection under the globalized ICT environment C.Kasimani and N.Rajendran ¹⁰ stated that Public library is a backbone to a developing society.” Rabia Aslam.and Naveed E. Seher ¹¹ pointed out that emphasis is to be given on user satisfaction. Garvita Jhamb and Arun Ruhela ¹² discovered that public libraries would enhance the skills and knowledge of people. The study conducted by G.T Mahesh and H. Adithya Kumari ¹³ revealed that students use libraries for their academic purpose, especially distance learning. Asefeh Asemi ¹⁴ pointed out that the main purpose of any public library is to fulfill the information needs of any users and even non-users.

4. Methodology

The questionnaire method was used to collect the data from target respondents. A well-structured questionnaire containing seventeen questions was designed for conducting the study. Total 125 questionnaires were distributed among the public library users using the convenience sampling method, and 100 filled-in were received back. The rate of response is 80 percent. SPSS software (version 6.0) and MS Excel is used for the analysis of data.

Table 1: Sample of the study

Number of questionnaires distributed	Number of questionnaires returned	Percentage of responses (%)
125	100	80%

5. Data Analysis

5.1 Gender Wise Distribution of Public Library Users

Table 2 and Figure 1 demonstrates that there are (82%) male users against (18%) female users. Thus it is observed that male users are more than female users.

Table 2: Gender wise distribution of public library users

Gender	No. of Responses	Percentage (%)
Male	82	82
Female	18	18
Total	100	100

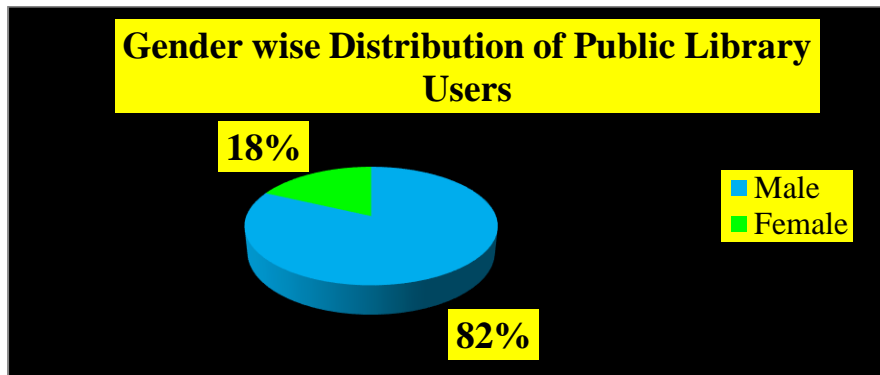


Fig.1: Gender wise distribution of public library users.

5.2. Age Wise Distribution of Public Library Users

It may be observed from Table 3 and Figure 2 that majority of the public library users are between 21-30 year's age group representing (67%) of the total users. The second majority of the public library users are in below 20 year's age group scoring (14%), whereas users belonging to 41-50 years age group from the least in number representing 1%.

Table 3: Age-wise distribution of public library users

Sl.No.	Age	No. of Responses	Percentage (%)
1.	Below 20 years	14	14
2.	21-30 years	67	67
3.	31-40 years	11	11
4.	41-50 years	1	1
5.	Above 50 years	7	7
	Total	100	100

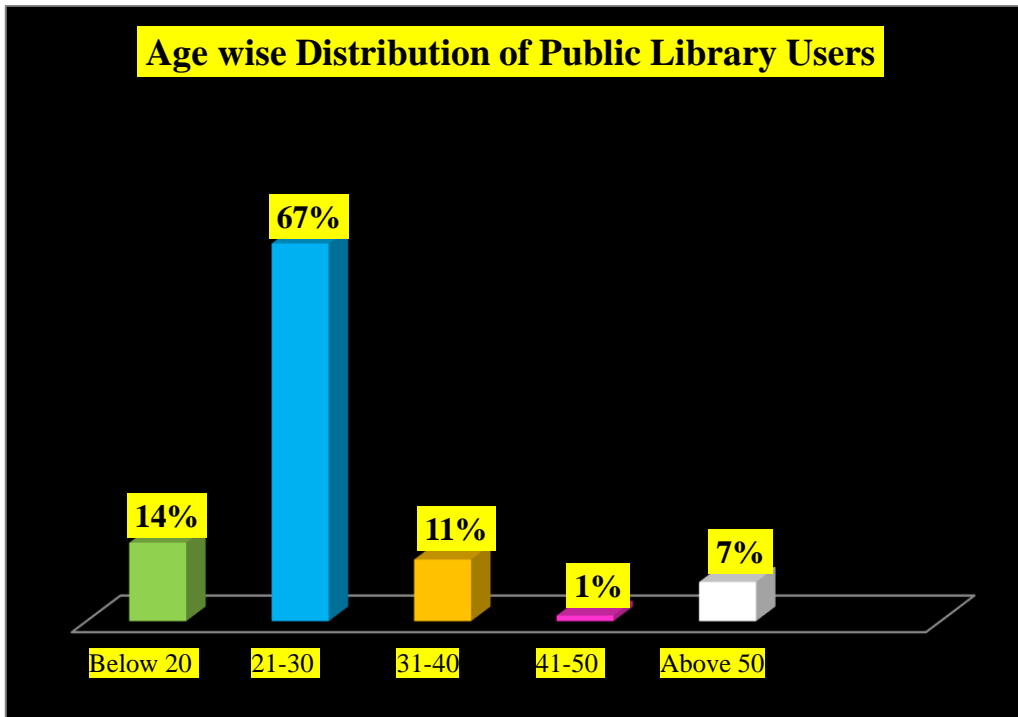


Fig.2: Age wise distribution of public library users.

5.3. Qualification Wise Distribution of Public Library Users

It can be observed from the below Table 4 and Figure 3 that, out of 100 total respondents, 55% respondents are Degree holders, 28% respondents are Post Graduate students, 11% respondents are PUC, 4% respondents are Professionals and the remaining 1% respondents are both SSLC and Others. It is concluded from the below table that majority of the Degree and Master Degree students are utilizing the public library.

Table 4: Qualification Wise Distribution of Public Library Users

Sl.No.	Qualifications	No. of Responses	Percentage (%)
1.	SSLC	1	1
2.	PUC	11	11
3.	Degree	55	55
4.	Post Graduate	28	28
5.	Professionals	4	4
6.	Others	1	1
	Total	100	100

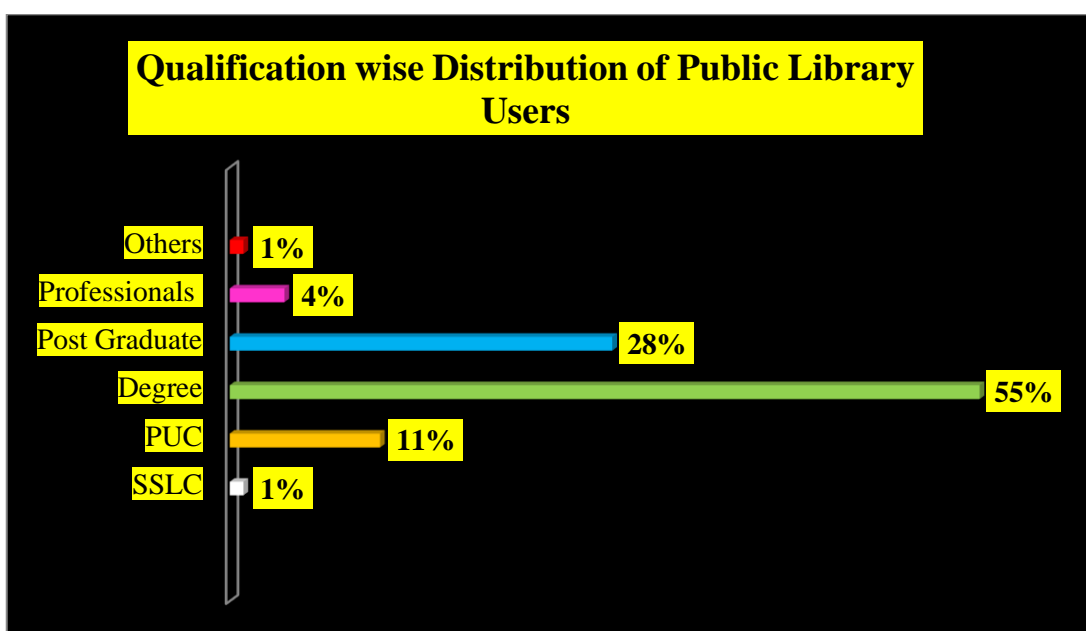


Fig.3: Qualification Wise Distribution of Public Library Users.

5.4. Occupation Wise Distribution of Public Library Users

The breakup of the occupation of the public library users is shown in Table 5 and Figure 4. It may be observed from the table that majority (54%) of the users are mainly Students. About 22% of them are unemployed. Employed, retired and other community scores 13%, 6%, and 5%, respectively.

Table 5: Occupation wise distribution of public library users

Sl.No.	Occupation	No.of Responses	Percentage (%)
1.	Student	54	54
2.	Employed	13	13
3.	Unemployed	22	22
4.	Retired	6	6
5.	Others	5	5
	Total	100	100

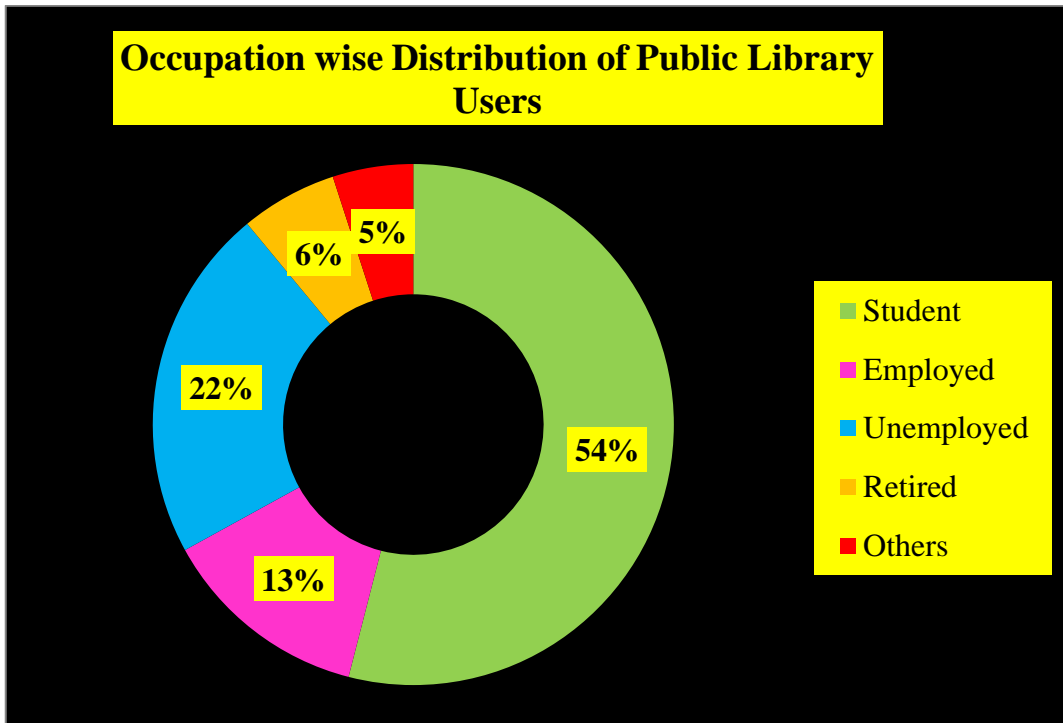


Fig. 4. Occupation wise distribution of public library users.

5.5. Frequency of Library Visit by the Public Library Users

From Table 6 and Figure 5 it is seen that the majority number of respondents (80%) visit the library daily, followed by 7% of users who visit weekly. Those who visit the library during the holidays are 5%.

Table 6: Frequency of library visit by the public library users

Sl.No.	Frequency of Visit	No .of Responses	Percentage (%)
1.	Daily	80	80
2.	Weekly	7	7
3.	Fortnightly	1	1
4.	Monthly	1	1
5.	Occasionally	4	4
6.	Rarely	2	2
7.	During Holidays	5	5
	Total	100	100

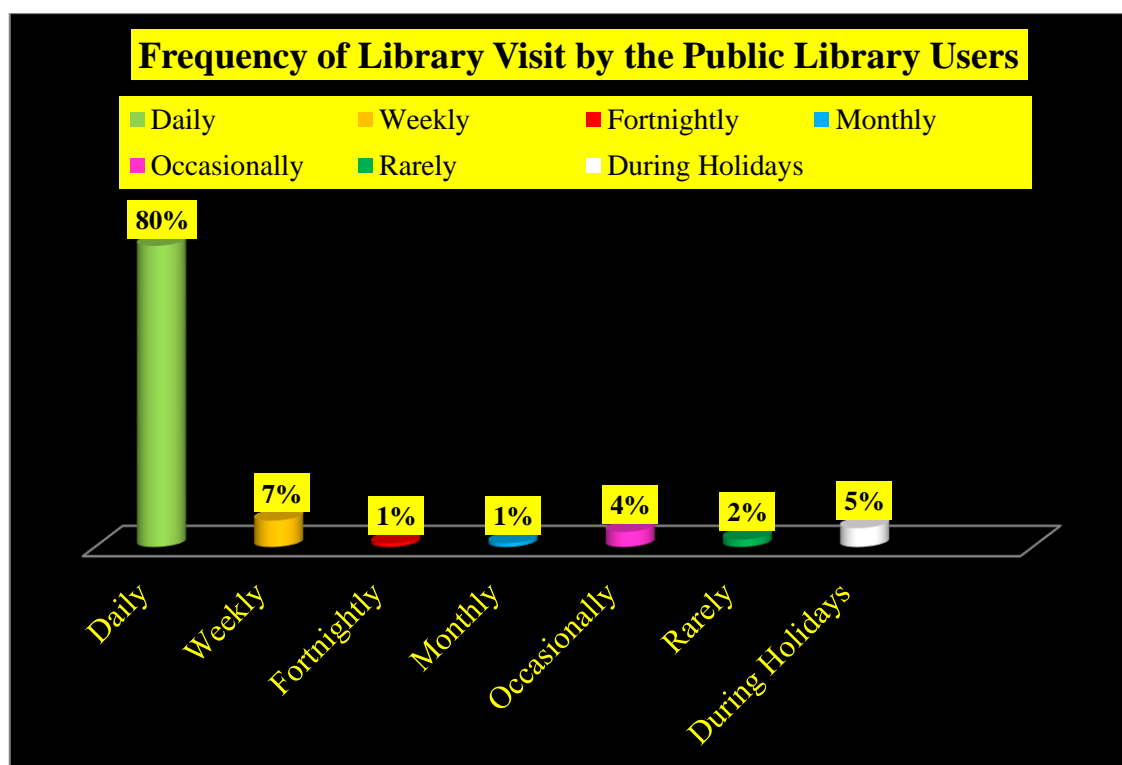


Fig. 5: Frequency of library visit by the public library users.

5.6. Time Spent in the Public Library

Table 7 and Figure 6 summarize the details about the time spent by the respondents in the public library. The majority (81%) of respondents are spending more than 3 hours in the public library. The second majority (13%) of respondents are spending 1-2 hours in the public library. The third

majority (4%) of respondents are spending 2-3 hours in the public library. The remaining 2% of respondents are spending less than 1 hour.

Table 7: Time Spent in the Public Library

Sl.No.	Time Spent	No. of Responses	Percentage (%)
1.	Less than 1 Hour	2	2
2.	1-2 Hours	13	13
3.	2-3 Hours	4	4
4.	More than 3 Hours	81	81
Total		100	100

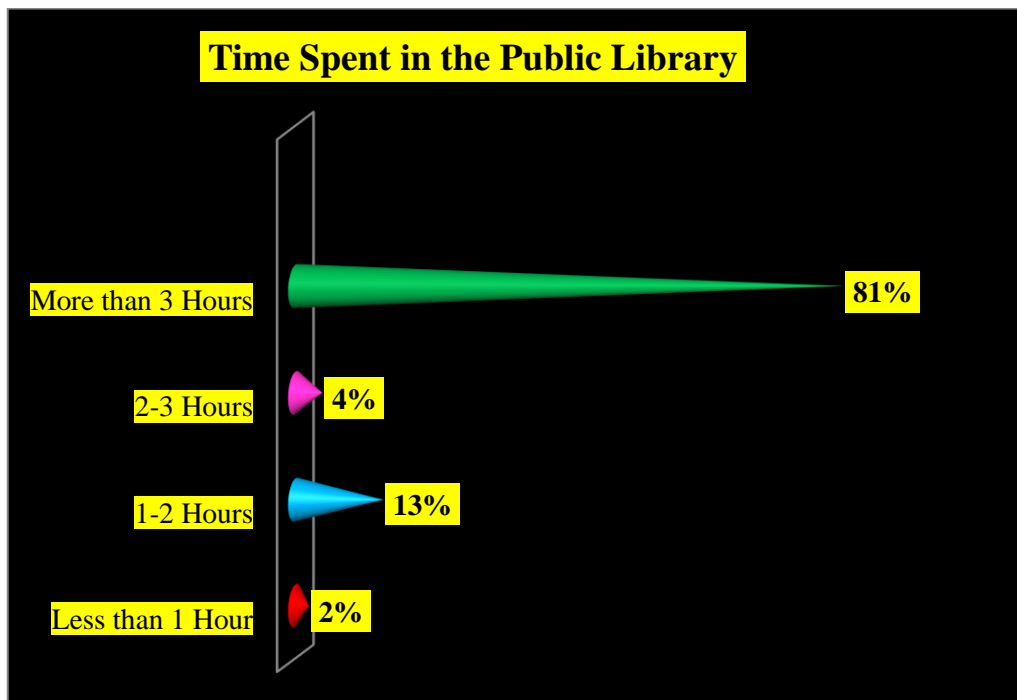


Fig.6: Time Spent in the Public Library.

5.7. Purpose of Visit to Public Library

Table 8 and Figure 7 show that 81% of respondents are using public library for studying, 30% of respondents are using public library for reading newspapers/magazines, 25% of respondents are using public library for reading books, 8% of respondents are using public library for Internet

use, 6% respondents are using the public library to keep up-to-date, 4% respondents are using public library for issue/return of books and remaining 2% of both respondents are using public library for research and other purposes.

Table 8: Purpose of Visit to Public Library

Sl.No.	Purpose of Visit	No. of Responses	Percentage (%)
1.	For studying	81	81
2.	Issue/return of books	4	4
3.	For Reading newspapers/magazines	30	30
4.	To Read books	25	25
5.	To Keep Up-to-Date	6	6
6.	For Internet use	8	8
7.	For Research	2	2
8.	Others	2	2

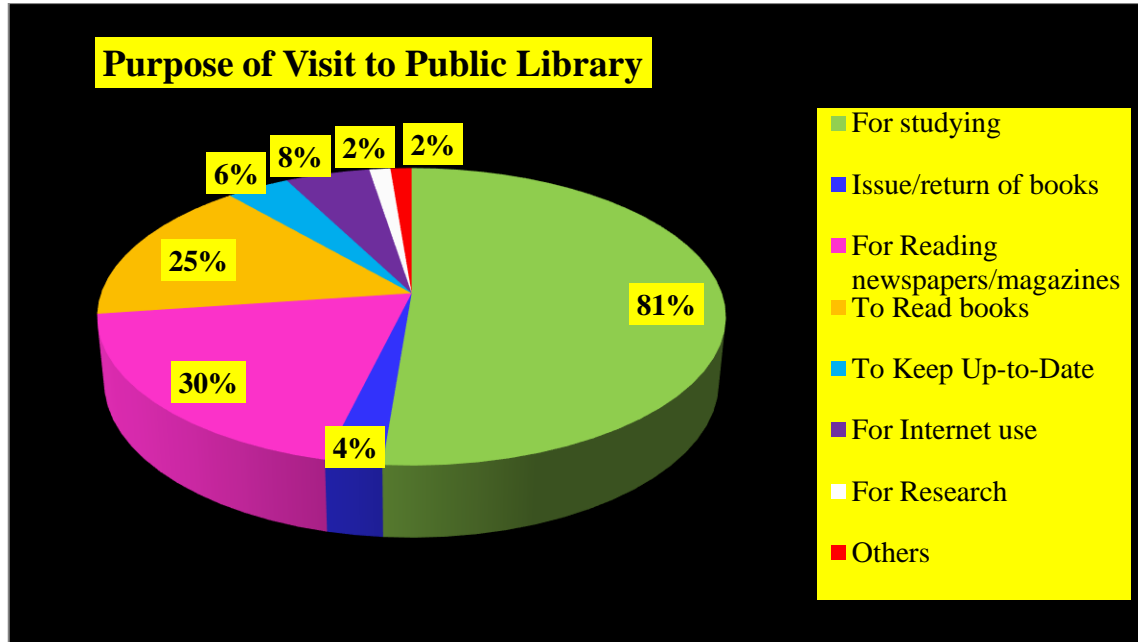


Fig.7: Purpose of Visit to Public Library.

5.8. Types of Resources used by Public Library Users

Table 9 and Figure 8 below show that 44% of respondents are using textbooks among public library resources. Further, it is observed from the study that 49% of respondents are using reference books, 49% of respondents are using general books, 70% of respondents are using newspapers, 55% of respondents are using magazines, 17% of respondents are using non-book materials and 19% of respondents are using other materials.

Table 9: Types of resources used by Public Library Users

Sl. No.	Resources	No. of Responses	Percentage (%)
1.	Textbooks	44	44
2.	Reference books	49	49
3.	General books	49	49
4.	Newspapers	70	70
5.	Magazines	55	55
6.	Non-book materials	17	17
7.	Any other materials	19	19

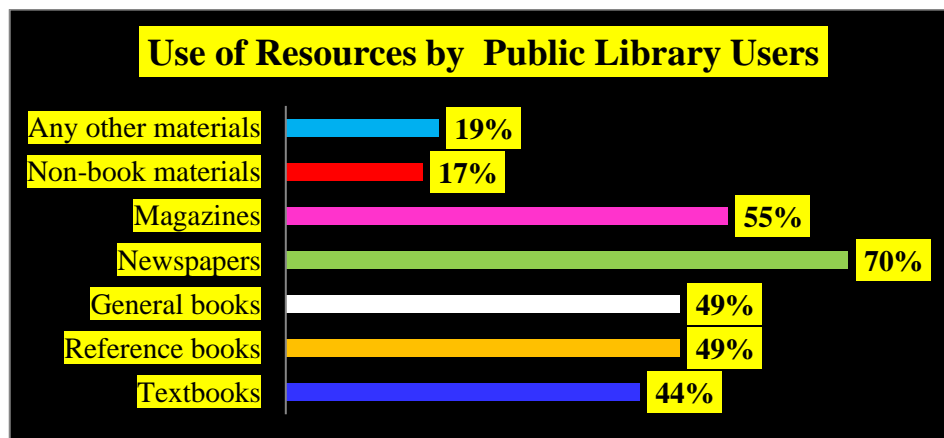


Fig. 8: Types of Resources used in Public Library

5.9. Satisfaction with the Resources of the Public Library

Table 10 and Figure 9 reveals the satisfaction level of respondents about the library resources. It is observed that the majority of respondents (48%) are highly satisfied with the newspapers. 43% of users are satisfied with the books. Regarding non-book materials collection, 16% of the users have expressed no opinion with an existing collection of non-book materials.

Table 10: Satisfaction with the resources of the public library

Collection	Highly Satisfied	Satisfied	No opinion	Dissatisfied	Highly Dissatisfied	Not Responded
Books	34 (34.0%)	43 (43.0%)	5 (5.0%)	4 (4.0%)	2 (2.0%)	12 (12.0%)
Magazines	32 (32.0%)	38 (38.0%)	7 (7.0%)	3 (3.0%)	1 (1.0%)	19 (19.0%)
Newspapers	48 (48.0%)	38 (38.0%)	0	1 (1.0%)	1 (1.0%)	12 (12.0%)
Non-book materials	16 (16.0%)	25 (25.0%)	16 (16.0%)	4 (4.0%)	4 (4.0%)	35 (35.0%)

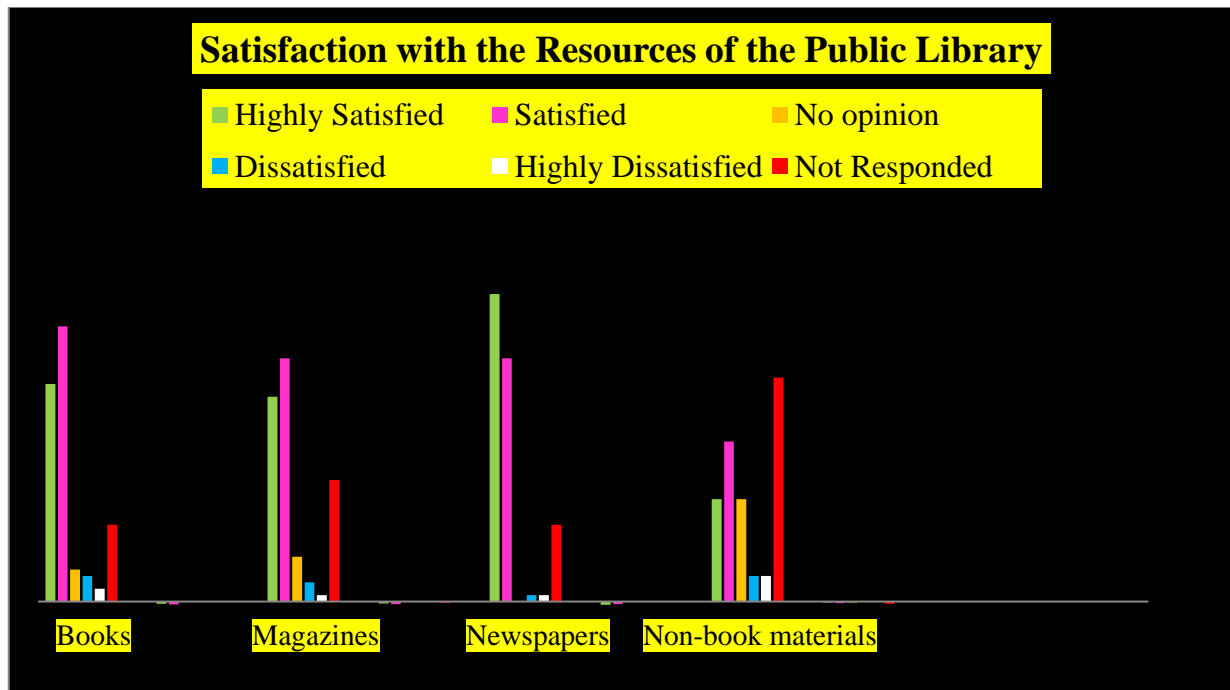


Fig. 9: Satisfaction with the resources of the public library.

5.10. Using the Services Available at the Public Library

Table 11 and Figure 10 show the data related to the respondents using the services available at the public library. The majority of the respondents (51%) are always using newspaper clipping service, followed by reservation service (6%) of the respondents., 16% of the respondents are rarely using computer/internet browsing service, whereas 33% of the participants never using the reservation service available at the public library.

Table 11: Using the Services available at the Public Library

Services	Always	Most of the time	Neutral	Rarely	Never	Not Responded
Reference Service	49 (49.0%)	13 (13.0%)	9 (9.0%)	5 (5.0%)	7 (7.0%)	17 (17.0%)
Circulation Service	18 (18.0%)	14 (14.0%)	13 (13.0%)	6 (6.0%)	11 (11.0%)	38 (38.0%)
Newspaper clipping Service	51 (51.0%)	18 (18.0%)	12 (12.0%)	6 (6.0%)	3 (3.0%)	10 (10.0%)
Current Awareness Service	34 (34.0%)	16 (16.0%)	11 (11.0%)	6 (6.0%)	8 (8.0%)	25 (25.0%)
Computer/Internet browsing Service	22 (22.0%)	15 (15.0%)	11 (11.0%)	16 (16.0%)	9 (9.0%)	27 (27.0%)
Xerox/Photocopying Service	10 (10.0%)	12 (12.0%)	9 (9.0%)	5 (5.0%)	29 (29.0%)	35 (35.0%)
Book exhibition	12 (12.0%)	9 (9.0%)	10 (10.0%)	13 (13.0%)	21 (21.0%)	35 (35.0%)
Reservation Service	11 (11.0%)	6 (6.0%)	11 (11.0%)	4 (4.0%)	33 (33.0%)	35 (35.0%)

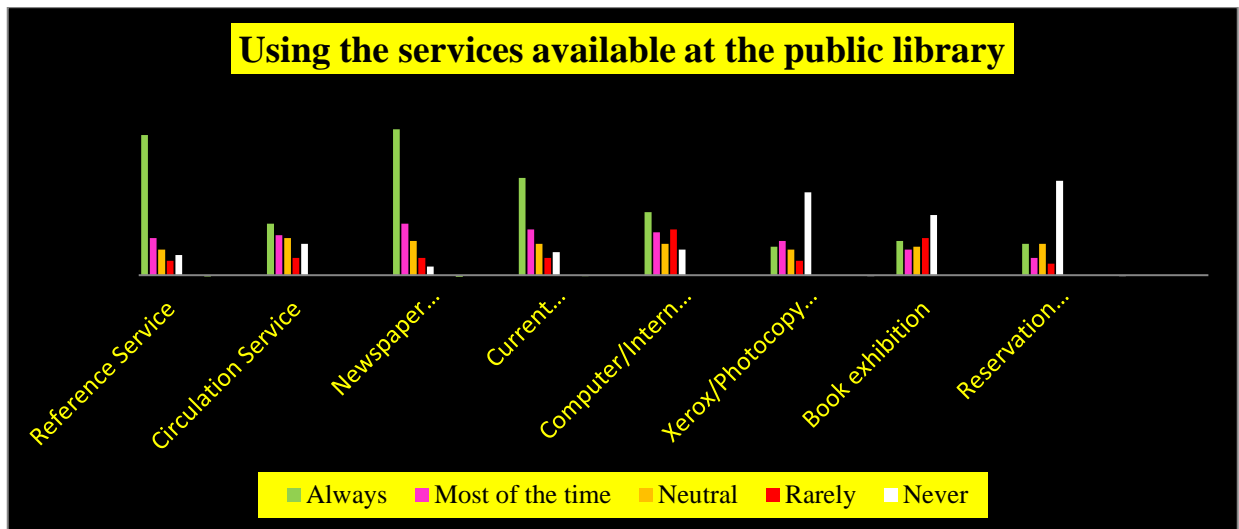


Fig.10: Using the Services available at the Public Library.

5.11. Satisfaction with the Infrastructure/Facilities and Services of the Public Library

Table 12 represents the satisfaction level of the respondents about the public library infrastructure/ facilities and services. 52% of the respondents are satisfied with the newspaper clipping service. Further, 33% of the respondents are highly satisfied with the location of the library, 13% of the respondents are dissatisfied with the reading room, and 20% of the respondents have expressed no opinion about the photocopying service' in the public library.

Table 12: Satisfaction with the Infrastructure/Facilities and Services of the Public Library

Facilities and Services	Highly Satisfied	Satisfied	No opinion	Dissatisfied	Highly Dissatisfied	Not Responded
Reading Room	30 (30.0%)	46 (46.0%)	6 (6.0%)	13 (13.0%)	1 (1.0%)	4 (4.0%)
Notice board	15	44	13	10	1	17

Location of library	(15.0%)	(44.0%)	(13.0%)	(10.0%)	(1.0%)	(17.0%)
	33	47	2	3	1	14
Arrangement of books	(33.0%)	(47.0%)	(2.0%)	(3.0%)	(1.0%)	(14.0%)
	23	42	5	9	2	19
Parking Space	(23.0%)	(42.0%)	(5.0%)	(9.0%)	(2.0%)	(19.0%)
	15	49	11	7	2	16
Furniture and equipment	(15.0%)	(49.0%)	(11.0%)	(7.0%)	(2.0%)	(16.0%)
	15	45	7	12	6	15
Lighting and Ventilation	(15.0%)	(45.0%)	(7.0%)	(12.0%)	(6.0%)	(15.0%)
	20	40	6	11	7	16
Working Hours	(20.0%)	(40.0%)	(6.0%)	(11.0%)	(7.0%)	(16.0%)
	25	49	5	5	3	13
Helpfulness of Library Staff	(25.0%)	(49.0%)	(5.0%)	(5.0%)	(3.0%)	(13.0%)
	27	45	8	4	2	14
Maintenance of Library	(27.0%)	(45.0%)	(8.0%)	(4.0%)	(2.0%)	(14.0%)
	26	38	6	12	5	13
Rules and Regulations	(26.0%)	(38.0%)	(6.0%)	(12.0%)	(5.0%)	(13.0%)
	21	39	9	10	3	18
Reference Service	(21.0%)	(39.0%)	(9.0%)	(10.0%)	(3.0%)	(18.0%)
	20	46	10	3	3	18
Circulation Service	(20.0%)	(46.0%)	(10.0%)	(3.0%)	(3.0%)	(18.0%)
	14	34	16	5	2	29
Newspaper clipping Service	(14.0%)	(34.0%)	(16.0%)	(5.0%)	(2.0%)	(29.0%)
	22	52	6	0	0	20
Current Awareness Service	(22.0%)	(52.0%)	(6.0%)	0	0	(20.0%)
	24	41	9	3	1	22
Computer/Internet browsing Service	(24.0%)	(41.0%)	(9.0%)	(3.0%)	(1.0%)	(22.0%)
	16	45	12	4	1	22
	(16.0%)	(45.0%)	(12.0%)	(4.0%)	(1.0%)	(22.0%)

Xerox/Photocopying Service	8 (8.0%)	24 (24.0%)	20 (20.0%)	8 (8.0%)	9 (9.0%)	31 (31.0%)
Book exhibition	13 (13.0%)	28 (28.0%)	18 (18.0%)	7 (7.0%)	8 (8.0%)	26 (26.0%)
Reservation Service	11 (11.0%)	24 (24.0%)	16 (16.0%)	8 (8.0%)	10 (10.0%)	31 (31.0%)

5.12. Problems Faced in Using Public Library

Table 13 and Figure 11 show that the users are facing various types of problems while using public library. The majority of the respondents i.e. (41%) stated that there are insufficient reading spaces, chairs and tables, followed by 20% of respondents who are facing frequent power cuts, 18% of them have mentioned that working hours of the library is not convenient, 19% of the respondents have mentioned that lack of skilled staff in the library, 32% of users have mentioned that internet speed in the library is slow, 20% of respondents have mentioned that there is inadequate library collection, 12% of respondents have mentioned that the location is not conducive for learning, 22% of respondents have mentioned that the ventilation is not good in the library, 25% of respondents have mentioned that the collection in the library is not up-to-date. Further, 24% of respondents have mentioned that lack of time is the problem in using the library.

Table 13: Problems faced in using Public Library

Problems	Responses			Percentage (%)		
	Yes	No	Not Responded	Yes	No	Not Responded
Frequent power cuts	20	67	13	20	67	13
Working hours is not convenient	18	63	19	18	63	19
Lack of skilled staff	19	62	19	19	62	19
Internet speed is slow	32	51	17	32	51	17

Inadequate library collection	20	55	25	20	55	25
The location is not conducive for learning	12	61	27	12	61	27
The ventilation is not good	22	55	23	22	55	23
The collection in the library is not up-to-date	25	54	21	25	54	21
Insufficient reading spaces, chairs and tables	41	43	16	41	43	16
Lack of time	24	55	21	24	55	21

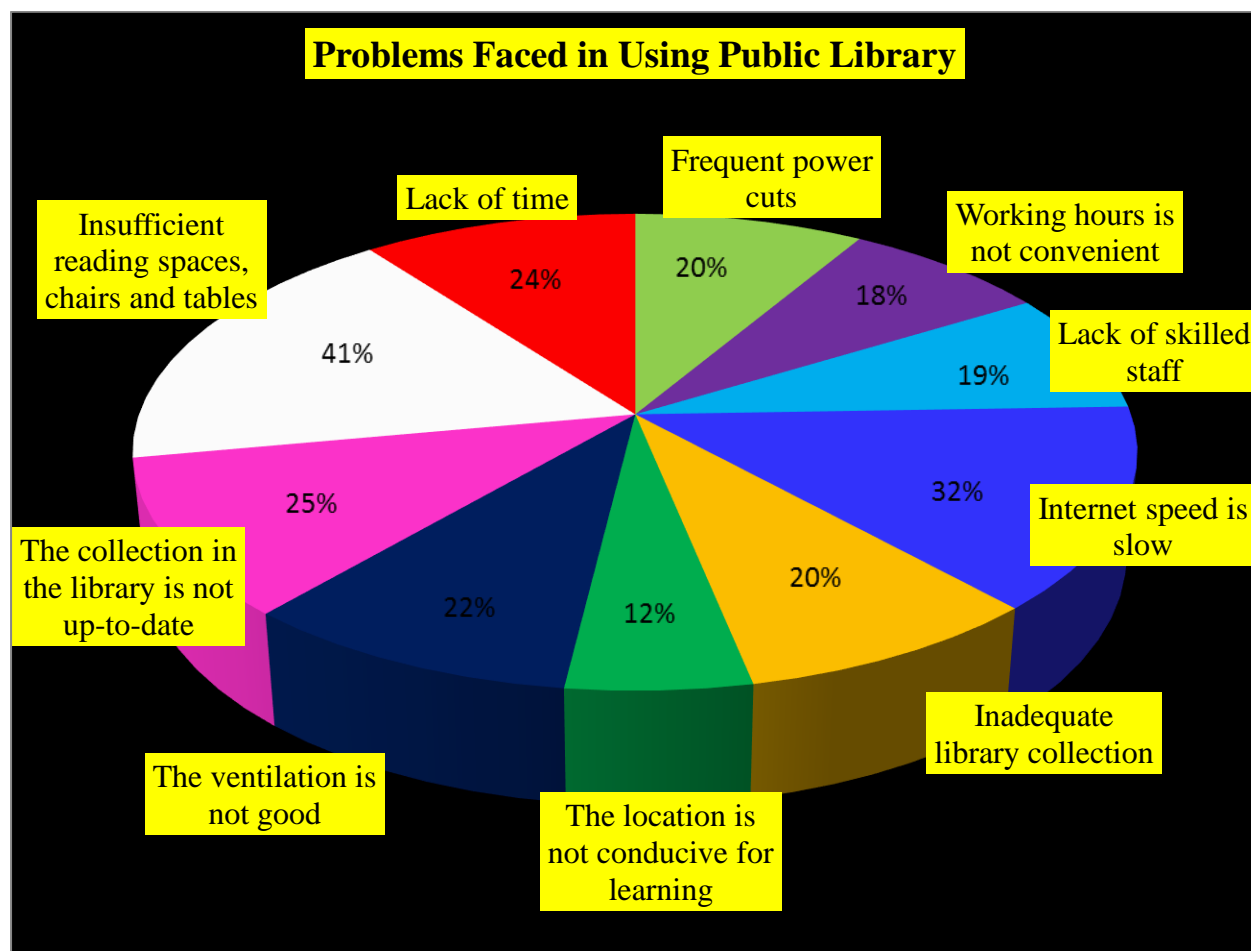


Fig. 11: Problems faced in using Public Library.

5.13. Overall Satisfaction Level of the Public Library

Table 14 and Figure 12 show the overall levels of satisfaction towards various aspects of the public library. Overall, 54% of respondents are satisfied with the library services, 55% of the respondents with the facilities, 51% of respondents are satisfied with the staff of the library. 52% of respondents are satisfied with the building of the library, Majority of the respondents i.e. (57%) said that resources of the public library are satisfactory.

Table 14: Overall Satisfaction Level

Description	Highly Satisfied	Satisfied	No opinion	Dissatisfied	Highly Dissatisfied	Not Responded
Services	26 (26.0%)	54 (54.0%)	7 (7.0%)	5 (5.0%)	0	8 (8.0%)
Resources	16 (16.0%)	57 (57.0%)	9 (9.0%)	5 (5.0%)	0	13 (13.0%)
Facilities	17 (17.0%)	55 (55.0%)	6 (6.0%)	12 (12.0%)	3 (3.0%)	7 (7.0%)
Staff	15 (15.0%)	51 (51.0%)	13 (13.0%)	6 (6.0%)	1 (1.0%)	14 (14.0%)
Building	18 (18.0%)	52 (52.0%)	5 (5.0%)	14 (14.0%)	1 (1.0%)	10 (10.0%)



Fig 12: Overall Satisfaction Level.

6. Findings and Discussion

The significant findings of the study on the utilization and user satisfaction of public library resources and services at City Central Library, Shimoga, are as follows:

It was observed that majority (82%) of the library users who visit the library are male users, followed by 18% female users. It is noted that male users who visited the library are more than female users. The study reveals that majority (67%) of the respondents who visited the library are from the age group between 21-30 years. The study showed that majority (55%) of the respondents who visited the library are Degree holders. The public libraries are largely utilized by students (54%) followed by unemployed people (22%). It is seen that the majority of respondents (80%) visit the library daily, followed by 7% of users who visit the library weekly. The study indicates that a vast majority (81%) of the respondents spend more than 3 hours daily for reading, followed by 13% of users who spend 1-2 hours of time in the library. It is seen that the majority number of respondents (81%) purpose of visit to the library was for studying, followed by 30% users whose purpose of visit for reading newspapers/magazines.

The study indicates that a majority (70%) of the respondents are using the newspapers, followed by 55% of respondents who use Magazines. It is observed that majority of respondents (48%) are

highly satisfied with newspapers, while 43% of users are satisfied with the books available in the library. It is further observed that 38% of respondents satisfied with magazines. The service provided by the library includes Circulation service, Reference service, Current Awareness Service, Newspaper Clipping Service, Book Exhibitions Service, Access to the internet, Photocopying service, etc. The majority (75%) of respondents are aware of reference service, Newspaper Clipping Service (74%), Computer/ Internet browsing Service (69%) and 64% of respondents are aware of the Current Awareness Service of the library. The majority (51%) of respondents use the Newspaper clipping Service always and 18% most of the time. 49% of respondents use the Reference Service always, 13% of respondents use the Circulation Service neutral, and 16% of respondents use Computer/Internet browsing Service rarely. However, 33% of the respondents reported that they never use the Reservation Service of the library.

This study showed that majority (52%) of the respondents were satisfied with the Newspaper clipping Service of the public library. 33% of respondents were highly satisfied with the location of the library. The majority (20%) of respondents expressed no opinion with the Photocopying Service of the library. 13% of respondents were dissatisfied with the Reading Room of the library and 10% of respondents were highly dissatisfied with the Reservation Service of the public library.

Users have indicated various problems faced by them in using the Public library. The majority (41%) of respondents indicated that reading space is insufficient, chairs and tables need to be replaced with new ones. 32% of respondents reported low internet speed. 25% of respondents have reported that the collection in the library is not up-to-date. 24% of respondents have been informed that lack of time is a reason for the poor usage of the public library. 22% of respondents are of the opinion that the ventilation is not good in the public library. 20% of respondents indicated inadequate library collection and frequent power cuts in the public library.

This study shows that majority (57%) of the respondents satisfied with the resources of the public library, 26% of respondents are highly satisfied with services of the public library, whereas 13% of respondents have expressed no opinion regarding Staff support, 14% of

respondents dissatisfied with building and 3% of respondents highly dissatisfied with facilities of the public library.

7. Suggestions

On the basis of observation and data analysis, the study provides some of the suggestions to improve the library resources, services, utilization, and user satisfaction of City Central Library, Shimoga and are as follows:

- Since the library is used extensively by the users, it is suggested to increase the seating capacity of the reading halls of the City Central Library, Shimoga/ to have a new building to accommodate more users.
- It is suggested for computerization of library using Library Management Software to manage and provide effective service to the users
- It is suggested to give more importance to collection development
- It is suggested to increase the speed of internet connection to facilitate access to digital resources.

7. Conclusion

From the study, it can be concluded City Central Library, Shimoga is well utilized by the users and majority of the users are satisfied with the resources and the services provided by the library. Access to the internet has also been provided to the users to facilitate accessing of digital resources available on the web. Overall, the City Central Library, Shimoga, is being used by the people of Shimoga to the maximum extent, and the library is making its best efforts in creating and developing reading habits among the people by providing various types of resources and satisfying the information needs of the users. The study indicated a need for a new building/expansion of the existing library building to accommodate more users in the library.

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