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# Utilization of District Central Libraries and their Services: A Case Study of Southern Districts of Tamilnadu State, India

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# UTILIZATION OF DISTRICT CENTRAL LIBRARIES AND THEIR SERVICES: A CASE STUDY OF SOUTHERN DISTRICTS OF TAMILNADU STATE, INDIA

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**Abstract**

Public libraries are the reservoirs of human civilizations. They shoulder the great responsibility of colleting, organizing, storing and disseminating the human knowledge over the generations. The present study aims at exploring how the users of district central libraries of southern districts of Tamil Nadu State, India are using the libraries in general and library services, in particular. Survey method was employed. Random sampling technique was used to draw 150 participants. Questionnaires were used to collect the data. 149 responded. The study reveals that : about two third of them (96, 64.4%) are male users ; About half of them (74, 49.7%) are UG degree holders; More than half of the respondents (81, 54.4%) visit the library daily while 28.9% (43) of them visit the library once a week and the least percentage of students (25, 16.8%) visit the library twice a week ; A majority of the respondents, say more than two third, (104, 100%) spend more than two hours in the library a week ; one third of them (32.2%) have 3-5 years of experience in using the district central libraries ; a majority of the users visit the libraries to read newspapers and magazines; a majority of 61.7% of the respondents regularly use Circulation

service of the libraries. One third of them (32.2%) regularly make use of TNPSC free coaching conducted by the sample libraries. 30.2% of them regularly use reference service of the libraries ;More than one third of the respondents (37.6%) felt high impact of library services on their reading and learning skills while one fourth of them (24.2%) felt high impact of library services on their self-development skills.Three fourth of the respondents (113, 75.8%) opined that the library services are adequate.Two third of the respondents (98, 65.8%) strongly agree that there encounter the problem of insufficient internet / ICT service in the district central libraries while slightly more than one fourth of them (42, 28.2%) strongly agree that the libraries don't have adequate facilities. The variables – Gender, Educational qualification and Marital status – have a significant impact on their use of library services.

**Keywords :**Public libraries, district central libraries, Tamil Nadu, library services

## I INTRODUCTION

A Public Library is a social organization, supported by public funds, which provides self-education, free information on social, economic, cultural and recreational needs of all members of rural and urban classes of the society. It serves the public without any discrimination of caste, creed, age or gender, status, and educational attainments (Nageswari&Natarajan, 2020). It is, therefore described as 'People's University'. It is a democratic institution of the people, by the people, and for the people.

## II PUBLIC LIBRARY

Public Libraries for Children and Young Adults are essential for information and development. It is in child-hood and youth that all kinds of literacy skills are best built. Early childhood literacy is important: the earlier a person starts to access information, the more efficient and life-long this access will be. Public Libraries for Children are the key to equal possibilities for all to access information (IFLA, n.d.)

Public libraries equip children with lifelong learning and literacy skills, enabling them to participate and contribute to the community. The links between literacy and social and economic outcomes cannot be overemphasized. Public libraries should have a special responsibility to support the process of learning to read and to give children access to all media. They empower children and advocate for their freedom and safety. They encourage children to become

confident and competent people. They give children their first experience of being a citizen with own right (IFLA, n.d.)

Public Libraries for Children are essential. in accordance with the United Nation's Convention on The Rights of the Child, which stresses the right of every child to the development of his or her full potential, the right to free and open access to information, materials and programs, under equal conditions for all, irrespective of age, race, sex, religious, national and cultural background, language, social status or personal skills and abilities (IFLA, n.d.).

## III PURPOSE OF PUBLICLIBRARIES

The purposes of the public libraries are :
- To Serve as a centre of culture and information in thecommunity
- To Provide services for all sections of thecommunity
- To Encourage and promote the use of books andinformation
- To Facilitate Continuing Education and Life-longLearning

## IV OBJECTIVES OF PUBLICLIBRARIES

The following are the objectives of public libraries.
- Creating and strengthening reading habit in children from an early age.
- Supporting both individual and self-conducted education at all levels.
- Providing opportunity for personal creative development.
- Facilitate the development in information and computer skills.
- Promoting the use of Public libraries as education agencies for the individual.
- Promoting the creation of specialized resources
- Promoting the use of Public Libraries as referral points to specialized sources of information.
- Promoting and encouraging the use of public libraries as centers where individuals can take part in the arts in a positive way.
- Encourage the Public librarian to assume the role of initiator and organizer ofcultural organization, fostering the creative use of leisure in the field of the arts.

- Promoting and encouraging the use of Public Libraries, as cultural information centers.

- Promoting the provision of general leisure material for the individuals

## V REVIEW OF LITERATURE

**Kasimani and Rajendran (2018)** examined the extent to which the public libraries in Chennai city offer satisfactory services to their users. Data was collected from 200 respondents by distributing questionnaires. The study reveals that : 95% of them visit the library to borrow books, read newspapers and collect study materials while 89% of them visit to update their knowledge. 95% of them use book lending service, 92.50% use reference service, 71% use current awareness service, 68.50% use reprographic services while 36% use e-services. 70.50% of them are satisfied with the attitude of the staff towards assisting the users.

**Diyaolu and Joda (2018)** explored the use of public library resources and services by the public servants in Ogun State, Nigeria. Data was collected from 2016 respondents through the questionnaires. The study reveals that :Poor attitude of the library staff is one of the challenges facing users with a mean of 2.58 in the library. Current awareness services is found to be important as it carries 62.5% of the respondents opinion. Reference services of the public library were found to be effective, as there is 29.2% excellent and 45.8% good response from the respondents. Only 20.8% of the respondents strongly agreed that the library staff were not friendly, while12.5% strongly disagreed and 41.7% disagreed.

**Shivakumara and Sampath Kumar (2018)**investigated on the use of various information sources and services of public libraries by employing a well-structured questionnaire. The study reveals that : Very interestingly, more number of respondents (62%) visited the public library daily. About 285 (18.7%) respondents visited public library 2 to 3 days per week. However, less percent respondents visit to public libraries once in a week (8.6%), occasionally (7.3%) and once in a month (3.4%). 73.3% of the respondents spent more than 4 hours in public library. Only 9.7% of students spent one hour in a day. Miserably, most of the respondents never interested to use of public library for the purpose of to read children books (75.76%), to spend leisure time (77.21%), to use library's computers/Internet (77.24%), to meet friends (79.89%) and to take part

in cultural activities/events/exhibitions, lectures, reading groups etc (78.58%). In total, 18.27% of respondents used reference services & 15.45% of respondents used circulation service in the public library. Only, 10% respondents used newspaper clipping service. It can be noted that none of the services being used to a great extent. less responses on use of information services in public library shows that there is no enough updated reference sources, less interest in issue/return document service, because majority of documents are novels/short stories/fictions, which are not interested to read by public. Whereas, mobile library service almost arrived at ruin stage, while entire Karnataka State has only 15 mobile libraries, which are unable to cater the information services to surrounding community for various reasons.

**Jegan and Jayaprakash (2018)** explored the awareness of information needs and information seeking behaviour of Public library users in Salem district. Out of 150 questionnaires randomly distributed to the respondents, 120 duly filled in questionnaires were received and taken to the analysis.The study reveals that: Majority of the respondents were male. The majority of users in the public libraries in Salem district are the employees followed by the students. 26 (22%) respondents are students followed by 17 (14%) respondents who are the farmers. While 62 (52%) respondents are employees, 15(12%) respondents are businessmen. 31 (26%) respondents expressed that their level of satisfaction on library services was excellent followed by 50 (42%) respondents rating the satisfaction level as good.While 30(25%) respondents are just satisfied with the level of library services being rendered, 09 (07%) respondents expressed their dissatisfaction on the library services.

**Mugwisi, Jiyane and Fombad (2018)** reported on a study of libraries as facilitators of access to information services in a developing context. Face-to-face interviews were conducted with 24 conveniently selected librarians from 9 public libraries in Northern Library Region in the KwaZulu-Natal province in South Africa. Interviews were further conducted with 98 diverse information users who were randomly sampled during data collection. Findings indicate that public libraries provide diverse information services to learners, parents, general workers, students, women and young adults and children in their different age groups, occupations and general activities performed in their role of facilitating access to information services. These diverse users have diverse information needs, which create some challenges in the provision of information services. It was found that limited funding, shortage of skills and knowledge,

technology and time, among others, are challenges limiting provision of information services in these libraries. Recruiting potential users, contesting for increased funding, lobbying for support, facilitation of technological training of skills are some recommendations made by this study.

**Swaminathan, Raja and Murugan (2017)** studied how the public library users are making use of library resources and services. The study reveals that: 76.36 % of the users are existing members of the library; 35.45% of the users seek information from the newspapers. 37.27 % of the users are using the General Knowledge Books in the library. 52.73% of the users are good about the library facilities. 61.82 % of the users are opinion about the library collections is good. 61.82% of the users are satisfied with reference services available in the library. 49.10% of the users pointed out lack of library facilities in the library, followed by 18.18% is mentioned distance of the library, 11.82% told the language problem , 10.90% told that library having insufficient budget cum finance and 10% of the users mentioned alternate electricity facility not available in the library.

**Abidin and Kiran (2016)** explored the use of web 2.0 services among the Malaysian youth with the help of web analysis and user survey. 215 male and 318 female users participated in the survey. The study reveals that : the highest library Web 2.0 services used by respondents are also Social Networking Sites (SNS) or libraries Facebook. In this situation, only 65 or 12% of respondents use or ever use Malaysian public libraries Facebook. This is followed by library RSS services (7%). Meanwhile, for the vodcast/podcast such as YouTube, the total number of respondents use or ever use this services is 331 respondents but only 28 or 5% respondents use or ever use these libraries YouTube channel. Apart from that, the result shows that RSS, Blog, Wikipedia and Community photo services provided by Malaysian public libraries have never been used or never been visited by the respondents. The respondents use public library's Facebook "Very Frequently" to share photo/s (25 respondents) and to access the library's services and resources (20 respondents).

**Padma, Ramasamy and Ayyar (2014)** conducted a survey with the help of structured questionnaires to analyze the information seeking behavior randomly selected 50 users at Usilampatty Public Library, Usilampattty, Tamilnadu in 2013. The major findings of the study are : A majority of respondents use the branch library at Usilampatti for preparing themselves

forvarious competitive exams; 30 % respondents use the library once a week; Majority of users visit the library to read newspapers and reference books; While 12 respondents (24%) have time constraints in using the resources, 11 respondents (22%) opined that lack of adequate library staff is their major problem.26 respondents (52%) search for materials subject wise and 12 respondents (24%) search for materials title-wise; 37 respondents (74%) opine that the quality of internet service offered by the library is good; 32 respondents (64%) are highly satisfied with the information they access from magazines and journals; 24 respondents (48%) rated the quality of overall library services as very good.

**Thavamani (2014)** focused on comparative study of user behavior and awareness among the two different public libraries in Chennai district, Tamil Nadu. A total number of 130 users and two different public libraries are taken into account for the study through a questionnaire based survey method. The study reveals that : Among the library visitors 60 (46.15%) respondents are visiting library once in a week. In Ambattur library, maximum number of respondents 31 (47.69%) are using the library once a week. Daily visitors are maximum 18 (27.69%) in Ambattur library. 61 (46.92%) respondents are reading up to one hour in the library. 39 (30.00%) respondents is reading 2 hours in the library. In Villivakkam, maximum number of respondents 32 (49.23%) are reading up to 1 hour in the library. 100 (76.92%) respondents of library users are satisfied with availability of the reference sources. In Villivakkam, library maximum number of respondents 54 (83.07%) are satisfied with availability of the reference sources.

**Iwhiwhu and Okorodudu (2012)** studied the level of satisfaction of 200 users of Edo State Central Library, Benin-City, Nigeria in respect of the public library information resources, facilities and services, using questionnaire and observation as the data collection tools. The result shows that : that the users in Edo state central library are only satisfied with three services provided in the library, which are hours of service, labelling services and bindery services with a mean of 2.87, 2.32 and 2.88 respectively. However, users are not satisfied with the community information services, recreation services, reference services and storytelling services with mean of 1.48, 1.53, 1.50 and 1.37 respectively. Users are also not satisfied with the film show services, reading competition, customer care services among others services provided in the library. The overall average of 1.75 revealed that users are generally not satisfied with the services of Edo

state central library. Poor attitude of the library staff is one of the challenges facing users with a mean of 2.58 in the library.

**Parvathamma and Reddy (2009)** tried to understand how 152 users of District Central library and five branch libraries of Bidar District, Karnataka State, India make use of various information resources and services by collecting data with questionnaires. The study reveals that : Among the many information sources in the library, newspapers, magazines and fictions are the most frequently used information resources. Internet was used most frequently by only one user. Reading Room and Book Lending Services are the most frequently used services in the public libraries. Even though, one library is offering photocopying service (District Central Library, Bidar), none of them have used it.

## VI OBJECTIVES OF THE STUDY

The present study was conducted with the following objectives.

- To know how frequently the respondents visit the District Central Libraries (DCLs)
- To understand how long they make use of the DCLs in a week
- To explore why they visit and use the DCLs
- To investigate the level of awareness and use of library services among the respondents
- To study the impact of public library services on the skill development of the respondents
- To know the level of satisfaction of the respondents on the library services being rendered
- To bring out the problems faced by the respondents in accessing the library services at DCLs

## VII HYPOTHESES

The researcher has framed the following hypotheses for the present study.

- There is no significant association between gender, educational qualification and marital status of the respondents and the frequency of library visits, hours spent per week in the library, experience of library usage and the purposes of visiting the libraries

- There is no significant difference between gender, marital status and educational qualification of the respondents and the adequacy, satisfaction and goodness of library services and library staff
- There is no significant difference between gender, marital status and educational qualification of the respondents and the problems faced by them in accessing the library services.

## VIII METHODOLOGY

The researcher has employed descriptive research design. Survey method is adopted. The study aims at describing how the varied users of district central libraries make use of services available over there and they problems they face in accessing such services.

### Population

The district central libraries of Dindigul, Karur, Madurai districts of Tamil Nadu were chosen for the study, as per the convenience of the researcher. The users of these three District Central libraries form the population of the study.

### Sample

The researcher has decided to collect data from 50 respondents of each of the three district central libraries. The library users will be randomly drawn.

### Data Collection Instrument

The researcher has prepared and used a two-page structured questionnaire for collecting the required data from the respondents. Only closed ended questions were included.

### Administration of the questionnaire

The researcher had personally visited all the three district central libraries. After getting due permission, he had randomly distributed the questionnaires to the library users. Since the questionnaire was set in English, the researcher spent considerable time with few respondents to explain the meaning of the questions.

### Response Rate

Since the researcher has personally visited the libraries and got the questionnaires collected from the respondents, the response rate was very good. Out of 150 questionnaires distributed and received back, only one questionnaire was rejected due to incompleteness. Thus, 149 questionnaires were considered for the analysis. The response rate is 99.33%.

**IX DATA ANALYSIS AND INTERPRETATION**

**Table 1**

**Independent Variables**

| Variable | Levels | No. | % |
|---|---|---|---|
| Gender | Male | 96 | 64.4% |
| | Female | 53 | 35.6% |
| | Total | 149 | 100.0% |
| Educational Qualification | Upto Higher Secondary | 18 | 12.1% |
| | Postgraduation | 57 | 38.3% |
| | Undergraduation | 74 | 49.7% |
| | Total | 149 | 100.0% |
| Marital Status | Married | 90 | 60.4% |
| | Unmarried | 59 | 39.6% |
| | Total | 149 | 100.0% |

Table 1 shows that out of 149 respondents participated in the study, about two third of them (96, 64.4%) are male users and the remaining one third of them (53, 35.6%) are female users. About half of them (74, 49.7%) are UG degree holders while more than one third of them (57, 38.3%) are PG degree holders and just 12.1% (18) had school education. While 60.4% (90) of them are married, 39.6% of them are unmarried. Thus, more male users, UG degree holders and the married visit the district central libraries.

**Table 2**

**Frequency of Visiting the Library**

| Variable | Levels | Frequency |
|---|---|---|

| | | Daily | | Weekly | | Twice a Week | | Total | |
|---|---|---|---|---|---|---|---|---|---|
| | | No. | % | No. | % | No. | % | No. | % |
| Gender | Male | 53 | 55.2% | 28 | 29.2% | 15 | 15.6% | 96 | 100.0% |
| | Female | 28 | 52.8% | 15 | 28.3% | 10 | 18.9% | 53 | 100.0% |
| | Total | 81 | 54.4% | 43 | 28.9% | 25 | 16.8% | 149 | 100.0% |
| Educational Qualification | Upto Higher Secondary | 14 | 77.8% | 1 | 5.6% | 3 | 16.7% | 18 | 100.0% |
| | Postgraduation | 30 | 52.6% | 18 | 31.6% | 9 | 15.8% | 57 | 100.0% |
| | Undergraduation | 37 | 50.0% | 24 | 32.4% | 13 | 17.6% | 74 | 100.0% |
| | Total | 81 | 54.4% | 43 | 28.9% | 25 | 16.8% | 149 | 100.0% |
| Marital Status | Married | 44 | 48.9% | 26 | 28.9% | 20 | 22.2% | 90 | 100.0% |
| | Unmarried | 37 | 62.7% | 17 | 28.8% | 5 | 8.5% | 59 | 100.0% |
| | Total | 81 | 54.4% | 43 | 28.9% | 25 | 16.8% | 149 | 100.0% |

Table 2 shows the frequency of visiting the library among the respondents.

**Overall Analysis**

More than half of the respondents (81, 54.4%) visit the library daily while 28.9% (43) of them visit the library once a week and the least percentage of students (25, 16.8%) visit the library twice a week.

**Independent Variables**

More than half of the male users (53, 55.2%), female users (28, 52.8%), PG degree holders (30, 52.6%) and UG degree holders (37, 50%) visit the library daily. Two third of the unmarried users (62.7%) and three fourth of the respondents with school education (77.8%) visit the library daily.

More than one fifth of married users (22.2%) visit the library twice a week. 15-19% of male users, female users, the users with UG, PG and School education visit the library twice a week. 8.5% of unmarried users visit the library twice a week.

31-32% of UG and PG degree holders visit the library once a week. 28-29% of male users, female users, married users and unmarried users visit the library once a week.

**Table 3**

**Frequency of Visiting the Library Vs Independent Variables: Chi-Square Test**

| Variables | Chi-square | df | Sig. |
|---|---|---|---|
| Gender | .258 | 2 | .879 |
| Educational Qualification | 6.027 | 4 | .197 |
| Marital Status | 5.267 | 2 | .072 |

The results of chi-square test, as available in Table 3, revels that there is nosignificant association between gender, educational qualification and marital status of the respondents and the frequency of their library visits, as the p value is more than the significant level of 0.05 in all the three cases. Thus, the null hypothesis is accepted.

**Table 4**

**Hours spent per week in the library**

| Variable | Levels | Hours Spent | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | One Hour | | Two Hours | | > 2 Hours | | Total | |
| | | No. | % | No. | % | No. | % | No. | % |
| Gender | Male | 6 | 6.3% | 26 | 27.1% | 64 | 66.7% | 96 | 100.0% |
| | Female | 6 | 11.3% | 7 | 13.2% | 40 | 75.5% | 53 | 100.0% |
| | Total | 12 | 8.1% | 33 | 22.1% | 104 | 69.8% | 149 | 100.0% |
| Educational Qualification | Upto Higher Secondary | 0 | 0.0% | 3 | 16.7% | 15 | 83.3% | 18 | 100.0% |
| | Postgraduation | 6 | 10.5% | 18 | 31.6% | 33 | 57.9% | 57 | 100.0% |
| | Undergraduation | 6 | 8.1% | 12 | 16.2% | 56 | 75.7% | 74 | 100.0% |
| | Total | 12 | 8.1% | 33 | 22.1% | 104 | 69.8% | 149 | 100.0% |
| Marital | Married | 9 | 10.0% | 21 | 23.3% | 60 | 66.7% | 90 | 100.0% |

| Status | Unmarried | 3 | 5.1% | 12 | 20.3% | 44 | 74.6% | 59 | 100.0% |
|--------|-----------|---|------|----|-------|-----|-------|-----|--------|
|  | Total | 12 | 8.1% | 33 | 22.1% | 104 | 69.8% | 149 | 100.0% |

**Overall Analysis**

A majority of the respondents, say more than two third, (104, 100%) spend more than two hours in the library a week. While more than one fifth of them (33, 22.1%) spend two hours, just 8.1% (12) of them spend one hour in the library in a week.

**Variable-wise Analysis**

Two third of male users (64, 66.76%) and three fourth of female users (40, 75.5%) spend more than 2 hours per week in the library. Slightly more than one fourth of male users (26, 27.15) and 13.2% (7) of female users spend two hours per week in the library.

A vast majority of the users with school education (83.3%), three fourth of the users with UG qualification (75.7%) and 57.9% of the users with PG qualification spend more than 2 hours in the library in a week. About 17% of the users with school education and UG qualification and about one third (31.6%) of the users with PG qualification spend two hours in a week in the library.

Two third of married users (66.7%) and three fourth of unmarried users (74.6%) spend more than two hours in the library in a week while more than one fifth of married (23.3%) and unmarried (20.3%) users spend two hours in a week in the library.

**Table 5**

**Hours spent per week in the library Vs Independent Variables : Chi-Square Test**

| Variables | Chi-square | df | Sig. |
|-----------|-----------|-----|------|
| Gender | 4.438 | 2 | .109 |
| Educational Qualification | 7.587 | 4 | .108 |
| Marital Status | 1.533 | 2 | .465 |

The results of chi-square test, as available in Table 5, revels that there is no significant association between gender, educational qualification and marital status of the respondents and the hours spent by them in the library per week, as the p value is more than the significant level of 0.05 in all the three cases. Thus, the null hypothesis is accepted.

**Table 6**

**Experience of Library Usage**

| Variable | Levels | Duration | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | <1 Year | | 1-2 Years | | 3-5 Years | | > 5 Years | | Total | |
| | | No. | % | No. | % | No. | % | No. | % | No. | % |
| Gender | Male | 24 | 25.0 % | 17 | 17.7 % | 28 | 29.2 % | 27 | 28.1 % | 96 | 100.0 % |
| | Female | 6 | 11.3 % | 13 | 24.5 % | 20 | 37.7 % | 14 | 26.4 % | 53 | 100.0 % |
| | Total | 30 | 20.1 % | 30 | 20.1 % | 48 | 32.2 % | 41 | 27.5 % | 149 | 100.0 % |
| Educational Qualification | Upto Higher Secondary | 9 | 50.0 % | 3 | 16.7 % | 6 | 33.3 % | 0 | 0.0 % | 18 | 100.0 % |
| | Post-graduation | 12 | 21.1 % | 12 | 21.1 % | 18 | 31.6 % | 15 | 26.3 % | 57 | 100.0 % |
| | Under-graduation | 9 | 12.2 % | 15 | 20.3 % | 24 | 32.4 % | 26 | 35.1 % | 74 | 100.0 % |
| | Total | 30 | 20.1 % | 30 | 20.1 % | 48 | 32.2 % | 41 | 27.5 % | 149 | 100.0 % |
| Marital Status | Married | 12 | 13.3 % | 12 | 13.3 % | 36 | 40.0 % | 30 | 33.3 % | 90 | 100.0 % |
| | Unmarried | 18 | 30.5 % | 18 | 30.5 % | 12 | 20.3 % | 11 | 18.6 % | 59 | 100.0 % |
| | Total | 30 | 20.1 % | 30 | 20.1 % | 48 | 32.2 % | 41 | 27.5 % | 149 | 100.0 % |

**Overall Analysis**

Table 6 shows that the users of district central libraries have varied years of experience. One fifth of them (20.1%) have upto 2 years of experience while slightly more than one fourth of them (27.5%) have more than 5 years of experience and one third of them (32.2%) have 3-5 years of experience in using the district central libraries.

**Variable-wise Analysis**

More than one fourth of male users (28.1%) and female users (26.4%) have been using the district central libraries since more than 5 years. About 30% of male users and about 38% of female users have been using the libraries since 3-5 years. One fourth of female users (24.5%) have been using the library since 1-2 years and one fourth of male users (25%) have been using the libraries since less than one year.

Among the users with school education, one third (33%) of them have 3-5 years of experience and half of them have less than one year of experience in using the library. Among the users with PG qualification, one fourth of them (26.3%) have more than 5 years of experience, about one third of them (31.6%) have 3-5 years of experience and one fifth of them have upto 2 years of experience in using the libraries. Among the users with UG qualification, about one third of them have 3-5 years and more than 5 years of experience while one fifth of them have 1-2 years of experience in using the central libraries.

One third of married users (33.3% and about one fifth of unmarried users (18.6%) have more than 5 years of experience while two fifth of married users (40%) and one fifth of unmarried users (20.3%) have 3-5 years of experience in using the central libraries. 30% of users have less than one year and 1-2 years of experience in using the libraries.

**Table 7**

**Experience of Library Usage Vs Independent Variables: Chi-Square Test**

| Variables | Chi-square | df | Sig. |
|---|---|---|---|

| | | | |
|---|---|---|---|
| Gender | 4.777 | 3 | .189 |
| Educational Qualification | 17.025 | 6 | **.009** |
| Marital Status | 17.513 | 3 | **.001** |

The results of chi-square test, as available in Table 7, revels that there is no significant association between gender of the respondents and their experience in using the library, as the p value is more than the significant level of 0.05. Thus, the null hypothesis is accepted.

But there is a significant association between educational qualification and marital status of the respondents and their experience in using the library, as the p value is less than the significant level of 0.05. Thus, the null hypothesis is rejected and the alternative hypothesis is accepted.

**Table 8**

**Purposes of visiting the library Vs Gender of the Respondents**

| Purposes | RES | Gender | | | | | |
|---|---|---|---|---|---|---|---|
| | | **Male** | | **Female** | | **Total** | |
| | | **No.** | **%** | **No.** | **%** | **No.** | **%** |
| To read newspaper | Yes | 71 | 64.5% | 39 | 35.5% | 110 | 100.0% |
| | No | 25 | 64.1% | 14 | 35.9% | 39 | 100.0% |
| | Total | 96 | 64.4% | 53 | 35.6% | 149 | 100.0% |
| To read magazines | Yes | 50 | 62.5% | 30 | 37.5% | 80 | 100.0% |
| | No | 46 | 66.7% | 23 | 33.3% | 69 | 100.0% |
| | Total | 96 | 64.4% | 53 | 35.6% | 149 | 100.0% |
| To Borrow/Return books | Yes | 31 | 58.5% | 22 | 41.5% | 53 | 100.0% |
| | No | 65 | 67.7% | 31 | 32.3% | 96 | 100.0% |
| | Total | 96 | 64.4% | 53 | 35.6% | 149 | 100.0% |
| To know Current events | Yes | 23 | 59.0% | 16 | 41.0% | 39 | 100.0% |
| | No | 73 | 66.4% | 37 | 33.6% | 110 | 100.0% |
| | Total | 96 | 64.4% | 53 | 35.6% | 149 | 100.0% |
| To pass time | Yes | 5 | 55.6% | 4 | 44.4% | 9 | 100.0% |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | No | 91 | 65.0% | 49 | 35.0% | 140 | 100.0% |
| | Total | 96 | 64.4% | 53 | 35.6% | 149 | 100.0% |
| To Prepare for Competitive Examination | Yes | 45 | 71.4% | 18 | 28.6% | 63 | 100.0% |
| | No | 51 | 59.3% | 35 | 40.7% | 86 | 100.0% |
| | Total | 96 | 64.4% | 53 | 35.6% | 149 | 100.0% |
| To improve general knowledge | Yes | 62 | 68.9% | 28 | 31.1% | 90 | 100.0% |
| | No | 34 | 57.6% | 25 | 42.4% | 59 | 100.0% |
| | Total | 96 | 64.4% | 53 | 35.6% | 149 | 100.0% |
| To obtain information needed for jobs | Yes | 2 | 66.7% | 1 | 33.3% | 3 | 100.0% |
| | No | 94 | 64.4% | 52 | 35.6% | 146 | 100.0% |
| | Total | 96 | 64.4% | 53 | 35.6% | 149 | 100.0% |
| To know social activities | Yes | 13 | 72.2% | 5 | 27.8% | 18 | 100.0% |
| | No | 83 | 63.4% | 48 | 36.6% | 131 | 100.0% |
| | Total | 96 | 64.4% | 53 | 35.6% | 149 | 100.0% |

Table 8 shows that a majority of the users visit the libraries to read newspapers. This includes 71 male and 39 female users. Out of 90 users who visit the libraries to improve the general knowledge, 62 are male users and 28 are female users. Among 80 users who visit the library to read magazines, 50 are male users and 30 are female users. Out of 63 users who visit the library to prepare for competitive examinations, 45 are male users and 158 are female users. Among the 53 users who visit the library to borrow/return the books, 31 are male users and 22 are female users. The least used purposes include to pass time (9), to obtain information needed for jobs (3) and to know social activities (18).

**Table 9**

**Purposes of visiting the library Vs Gender of the Respondents: Chi-Square Test**

| Purpose | Chi-Square | df | Sig. |
|---|---|---|---|
| To read newspaper | .002 | 1 | .960 |
| To read magazines | .281 | 1 | .596 |

| To Borrow/Return books | 1.266 | 1 | .261 |
|---|---|---|---|
| To know Current events | .686 | 1 | .408 |
| To pass time | .329 | 1 | .566 |
| To Prepare for Competitive Examination | 2.333 | 1 | .127 |
| To improve general knowledge | 1.972 | 1 | .160 |
| To obtain information needed for jobs | .007 | 1 | .935 |
| To know social activities | .542 | 1 | .461 |

The results of chi-square test, as given in Table 9, reveals that there is no significant association between gender of the respondents and all the enlisted purposes of library visits, as the p value is more than the significant level of 0.05 in all the cases.

**Table 10**

**Purposes of visiting the library Vs Educational Qualification of the Respondents**

| Purpose | RES | Educational Qualification | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | HS | | PG | | UG | | Total | |
| | | No. | % | No. | % | No. | % | No. | % |
| To read newspaper | Yes | 15 | 13.6% | 30 | 27.3% | 65 | 59.1% | 110 | 100.0% |
| | No | 3 | 7.7% | 27 | 69.2% | 9 | 23.1% | 39 | 100.0% |
| | Total | 18 | 12.1% | 57 | 38.3% | 74 | 49.7% | 149 | 100.0% |
| To read magazines | Yes | 6 | 7.5% | 21 | 26.3% | 53 | 66.3% | 80 | 100.0% |
| | No | 12 | 17.4% | 36 | 52.2% | 21 | 30.4% | 69 | 100.0% |
| | Total | 18 | 12.1% | 57 | 38.3% | 74 | 49.7% | 149 | 100.0% |
| To Borrow/Return books | Yes | 6 | 11.3% | 15 | 28.3% | 32 | 60.4% | 53 | 100.0% |
| | No | 12 | 12.5% | 42 | 43.8% | 42 | 43.8% | 96 | 100.0% |
| | Total | 18 | 12.1% | 57 | 38.3% | 74 | 49.7% | 149 | 100.0% |
| To know Current events | Yes | 3 | 7.7% | 18 | 46.2% | 18 | 46.2% | 39 | 100.0% |
| | No | 15 | 13.6% | 39 | 35.5% | 56 | 50.9% | 110 | 100.0% |
| | Total | 18 | 12.1% | 57 | 38.3% | 74 | 49.7% | 149 | 100.0% |
| To pass time | Yes | 3 | 33.3% | 0 | 0.0% | 6 | 66.7% | 9 | 100.0% |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | No | 15 | 10.7% | 57 | 40.7% | 68 | 48.6% | 140 | 100.0% |
| | Total | 18 | 12.1% | 57 | 38.3% | 74 | 49.7% | 149 | 100.0% |
| To Prepare for Competitive Examination | Yes | 9 | 14.3% | 30 | 47.6% | 24 | 38.1% | 63 | 100.0% |
| | No | 9 | 10.5% | 27 | 31.4% | 50 | 58.1% | 86 | 100.0% |
| | Total | 18 | 12.1% | 57 | 38.3% | 74 | 49.7% | 149 | 100.0% |
| To improve general knowledge | Yes | 12 | 13.3% | 33 | 36.7% | 45 | 50.0% | 90 | 100.0% |
| | No | 6 | 10.2% | 24 | 40.7% | 29 | 49.2% | 59 | 100.0% |
| | Total | 18 | 12.1% | 57 | 38.3% | 74 | 49.7% | 149 | 100.0% |
| To obtain information needed for jobs | Yes | 0 | 0.0% | 0 | 0.0% | 3 | 100.0% | 3 | 100.0% |
| | No | 18 | 12.3% | 57 | 39.0% | 71 | 48.6% | 146 | 100.0% |
| | Total | 18 | 12.1% | 57 | 38.3% | 74 | 49.7% | 149 | 100.0% |
| To know social activities | Yes | 3 | 16.7% | 0 | 0.0% | 15 | 83.3% | 18 | 100.0% |
| | No | 15 | 11.5% | 57 | 43.5% | 59 | 45.0% | 131 | 100.0% |
| | Total | 18 | 12.1% | 57 | 38.3% | 74 | 49.7% | 149 | 100.0% |

Table 10 shows the purposes of library visits among the respondents of varied educational qualification.

**Users with School Education**

A majority of the users visit the libraries to read newspaper (15), to improve their general knowledge (12) and to prepare for competitive examination (9). The least number of users visit the library to know current events, to pass time and to know the social activities.

**Users with PG Qualification**

More than half of them visit the libraries to read newspapers (30), to prepare for competitive examinations (30) and to improve general knowledge (33). None of them visits the libraries to pass time, to obtain information needed for jobs and to know the social activities. 18 of them visit the libraries to know current events and 15 of them to borrow /return the library books.

**Users with UG Qualification**

A majority of them visit the libraries to read newspaper (65), to read magazines (53) and to improve general knowledge (45) followed by others like to borrow/return books (32) and to prepare for competitive examination (24).

**Table 11**

**Purposes of visiting the library Vs Educational Qualification of the Respondents: Chi-square Test**

| Purpose | Chi-square | df | Sig. |
|---|---|---|---|
| To read newspaper | 21.611 | 2 | .000* |
| To read magazines | 19.077 | 2 | .000* |
| To Borrow/Return books | 4.070 | 2 | .131 |
| To know Current events | 1.835 | 2 | .400 |
| To pass time | 7.803 | 2 | .020* |
| To Prepare for Competitive Examination | 5.883 | 2 | .053 |
| To improve general knowledge | .450 | 2 | .798 |
| To obtain information needed for jobs | 3.103 | 2 | .212 |
| To know social activities | 12.862 | 2 | .002* |

The chi-square results, as available in Table 11, reveal that

a) There is a significant association between educational qualification of the respondents and four purposes of their library visits namely to read newspapers, to read magazines, to pass time and to know the social activities, as the p value is less than the significant level of 0.05 in these cases. Thus, the null hypothesis is rejected and the alternative hypothesis is accepted.

b) There is no significant association between educational qualification of the respondents and all other purposes of their library visits, as the p value is more than the significant level of 0.05. The null hypothesis is accepted.

**Table 12**

**Use of Library ServicesVs Gender of the Respondents**

| Library Services | Frequency | Gender | | | | | |
|---|---|---|---|---|---|---|---|
| | | Male | | Female | | Total | |
| | | No. | % | No. | % | No. | % |
| Notice board display service | Rarely | 71 | 74.0% | 36 | 67.9% | 107 | 71.8% |
| | Occasionally | 11 | 11.5% | 10 | 18.9% | 21 | 14.1% |
| | Regularly | 14 | 14.6% | 7 | 13.2% | 21 | 14.1% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Newspaper clipping service | Rarely | 46 | 47.9% | 34 | 64.2% | 80 | 53.7% |
| | Occasionally | 23 | 24.0% | 7 | 13.2% | 30 | 20.1% |
| | Regularly | 27 | 28.1% | 12 | 22.6% | 39 | 26.2% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Reprographic service | Rarely | 46 | 47.9% | 43 | 81.1% | 89 | 59.7% |
| | Occasionally | 44 | 45.8% | 10 | 18.9% | 54 | 36.2% |
| | Regularly | 6 | 6.3% | 0 | 0.0% | 6 | 4.0% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Internet Service | Rarely | 45 | 46.9% | 18 | 34.0% | 63 | 42.3% |
| | Occasionally | 35 | 36.5% | 27 | 50.9% | 62 | 41.6% |
| | Regularly | 16 | 16.7% | 8 | 15.1% | 24 | 16.1% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| TNPSC free coaching | Rarely | 39 | 40.6% | 18 | 34.0% | 57 | 38.3% |
| | Occasionally | 33 | 34.4% | 11 | 20.8% | 44 | 29.5% |
| | Regularly | 24 | 25.0% | 24 | 45.3% | 48 | 32.2% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Career guidance service | Rarely | 37 | 38.5% | 26 | 49.1% | 63 | 42.3% |
| | Occasionally | 37 | 38.5% | 20 | 37.7% | 57 | 38.3% |
| | Regularly | 22 | 22.9% | 7 | 13.2% | 29 | 19.5% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Referral service | Rarely | 43 | 44.8% | 31 | 58.5% | 74 | 49.7% |
| | Occasionally | 26 | 27.1% | 7 | 13.2% | 33 | 22.1% |
| | Regularly | 27 | 28.1% | 15 | 28.3% | 42 | 28.2% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Competitive exam service | Rarely | 63 | 65.6% | 27 | 50.9% | 90 | 60.4% |
| | Occasionally | 16 | 16.7% | 7 | 13.2% | 23 | 15.4% |
| | Regularly | 17 | 17.7% | 19 | 35.8% | 36 | 24.2% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Circulation Service | Rarely | 12 | 12.5% | 6 | 11.3% | 18 | 12.1% |
| | Occasionally | 30 | 31.3% | 9 | 17.0% | 39 | 26.2% |
| | Regularly | 54 | 56.3% | 38 | 71.7% | 92 | 61.7% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Reference Service | Rarely | 50 | 52.1% | 31 | 58.5% | 81 | 54.4% |
| | Occasionally | 15 | 15.6% | 8 | 15.1% | 23 | 15.4% |
| | Regularly | 31 | 32.3% | 14 | 26.4% | 45 | 30.2% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |

**Overall Analysis**

As expected, a majority of 61.7% of the respondents regularly use Circulation service of the libraries. One third of them (32.2%) regularly make use of TNPSC free coaching conducted by the sample libraries. 30.2% of them regularly use reference service of the libraries.

41.6% of the respondents occasionally use internet service. 38.3% of them occasionally make use of career guidance service and 36.2% of them occasionally make use of reprographic service.

71.8% of the respondents rarely use notice board service while 60.4% of them rarely use competitive exam service and 59.7% of them rarely use reprographic service.

**Gender-wise Analysis**

More than half of the male users (56.3%) and more than 70% of the female users (71.7%) use circulation services regularly.  About one third of male users (32.3%) and slightly more than one

fourth of the female users (26.4%) regularly use reference service being rendered in the district central libraries. One fourth of male users (25%) and 45.3% of female users regularly make use of TNPSC free coaching service while 28.1% of male and 22.6% of female users make use of newspaper clipping service regularly.

36.5% of male and 50.9% of female respondents make use of internet services occasionally in their respective libraries. 45.8% of male and 18.9% of female respondents use reprographic services occasionally while 34.4% of male and 20.8% of female respondents use TNPSC free coaching service occasionally. 38.5% of male and 37.7% of female respondents use career guidance service occasionally in the district central libraries.

A majority of 74% of male and 67.9% of female respondents rarely use notice board display service being made available in their libraries. 47.9% of male and 64.2% of female users rarely use newspaper clipping service while 47.9% of male and 81.1% of female users rarely make use of reprographic services. 44.8% of male and 58.5% of female users go for referral services rarely while 65.6% of male and 50.9% of female users resort to competitive exam service rarely. More than half of the male (52.1%) and female (58.5%) respondents rarely make use of reference services being rendered in their libraries.

**Table 13**

**WAM Analysis : Use of Library Services Vs Gender of the Respondents**

| Library Services | Male | | | Female | | |
|---|---|---|---|---|---|---|
| | **Mean** | **SD** | **Rank** | **Mean** | **SD** | **Rank** |
| Circulation Service | 2.44 | .708 | I | 2.60 | .689 | I |
| TNPSC free coaching | 1.84 | .799 | II | 2.11 | .891 | II |
| Competitive exam service | 1.52 | .781 | VII | 1.85 | .928 | III |
| Internet Service | 1.70 | .742 | V | 1.81 | .681 | IV |
| Referral service | 1.83 | .842 | III | 1.70 | .890 | V |
| Reference Service | 1.80 | .902 | IV | 1.68 | .872 | VI |
| Career guidance service | 1.84 | .772 | II | 1.64 | .710 | VII |
| Newspaper clipping service | 1.80 | .854 | IV | 1.58 | .842 | VIII |
| Notice board display service | 1.41 | .734 | VIII | 1.45 | .722 | IX |
| Reprographic service | 1.58 | .610 | VI | 1.19 | .395 | X |

Table 13 shows that the frequency of use of five library services namely circulation service, TNPSC free coaching, competitive exam service, internet service and notice board display service is more in the case of female library users than that of the male library users. But, in the case of such services as referral service, references service, career guidance service, newspaper clipping service and reprographic services, the frequency of usage is higher among male library users than that of female library users. Both the male and female library users frequently make use of circulation services and TNPSC coaching services. Notice board display services and reprographic services are used less frequently by both male and female library users.

**Table 14**

**WAM Analysis : Use of Library Services Vs Educational Qualification of the Respondents**

| Library Services | Upto Higher Secondary ( n=18) | | | Postgraduation(n=57) | | | Undergraduation(n=74) | | |
|---|---|---|---|---|---|---|---|---|---|
| | Mean | SD | Rank | Mean | SD | Rank | Mean | SD | Rank |
| Circulation Service | 2.67 | .767 | I | 2.53 | .684 | I | 2.43 | .704 | I |
| TNPSC free coaching | 2.17 | .924 | II | 1.79 | .773 | III | 2.00 | .860 | II |
| Referral service | 1.83 | .924 | IV | 1.58 | .755 | V | 1.93 | .896 | III |
| Reference Service | 2.00 | 1.029 | III | 1.47 | .758 | VI | 1.92 | .903 | IV |
| Career guidance service | 1.67 | .767 | V | 1.74 | .791 | IV | 1.82 | .728 | V |
| Newspaper clipping service | 1.83 | .924 | IV | 1.79 | .840 | III | 1.65 | .851 | VI |
| Internet Service | 1.67 | .767 | V | 1.89 | .795 | II | 1.64 | .632 | VII |
| Reprographic service | 1.67 | .767 | V | 1.32 | .469 | VII | 1.49 | .579 | VIII |
| Competitive exam service | 2.00 | .840 | III | 1.79 | .959 | III | 1.43 | .704 | IX |

| Notice board display service | 1.33 | .485 | VI | 1.47 | .758 | VI | 1.41 | .757 | X |
|---|---|---|---|---|---|---|---|---|---|

Table 14 shows that circulation service, TNPSC free coaching services, reference service, newspaper clipping service, reprographic service and competitive exam services are more frequently used by the library users with school level education. Internet service and notice board display service are more frequently used by the library users with post graduate qualification while referral service and career guidance service are more frequently used by the library users with undergraduate qualification. This is made clear that circulation service and TNPSC free coaching service are the most frequently used services among the users with three different educational qualifications. Notice board display service is the least frequently used service across the library users with varied educational qualifications.

**Table 15**

**WAM Analysis : Use of Library Services Vs Marital Status of the Respondents**

| Library Services | Married (n=90) | | | Unmarried (n=59) | | |
|---|---|---|---|---|---|---|
| | Mean | SD | Rank | Mean | SD | Rank |
| Circulation Service | 2.62 | .663 | I | 2.31 | .725 | I |
| TNPSC free coaching | 1.90 | .794 | II | 2.00 | .910 | II |
| Referral service | 1.70 | .867 | V | 1.92 | .836 | III |
| Internet Service | 1.64 | .676 | VII | 1.88 | .768 | IV |
| Newspaper clipping service | 1.66 | .810 | VI | 1.83 | .913 | V |
| Reference Service | 1.79 | .918 | IV | 1.71 | .852 | VI |
| Career guidance service | 1.83 | .783 | III | 1.68 | .706 | VII |
| Competitive exam service | 1.66 | .876 | VI | 1.61 | .810 | VIII |
| Reprographic service | 1.33 | .540 | IX | 1.61 | .588 | VIII |
| Notice board display service | 1.34 | .656 | VIII | 1.54 | .816 | IX |

Table 15 shows that married library users make use of circulation service, reference service, career guidance service and competitive exam service more frequently than that of unmarried library users. The unmarried library users make use of TNPSC free coaching service, referral

service, internet service, newspaper clipping service, reprographic service and notice board display service more frequently than that of married users. Both married and unmarried users use circulation service and TNPSC free coaching service more frequently and reprographic service and notice board display service less frequently.

**Table 16**

**Impact of Library Services Vs Gender of the Respondents**

| Impact of Library Services | Level | Gender | | | | | |
|---|---|---|---|---|---|---|---|
| | | Male | | Female | | Total | |
| | | No. | % | No. | % | No. | % |
| Reading and Learning skill | High | 32 | 33.3% | 24 | 45.3% | 56 | 37.6% |
| | Average | 39 | 40.6% | 15 | 28.3% | 54 | 36.2% |
| | Low | 25 | 26.0% | 14 | 26.4% | 39 | 26.2% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Self-development skills | High | 18 | 18.8% | 18 | 34.0% | 36 | 24.2% |
| | Average | 47 | 49.0% | 7 | 13.2% | 54 | 36.2% |
| | Low | 31 | 32.3% | 28 | 52.8% | 59 | 39.6% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Leadership skills | High | 11 | 11.5% | 4 | 7.5% | 15 | 10.1% |
| | Average | 64 | 66.7% | 28 | 52.8% | 92 | 61.7% |
| | Low | 21 | 21.9% | 21 | 39.6% | 42 | 28.2% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Information skills | High | 17 | 17.7% | 1 | 1.9% | 18 | 12.1% |
| | Average | 44 | 45.8% | 22 | 41.5% | 66 | 44.3% |
| | Low | 35 | 36.5% | 30 | 56.6% | 65 | 43.6% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Creative Skills | High | 11 | 11.5% | 10 | 18.9% | 21 | 14.1% |
| | Average | 34 | 35.4% | 13 | 24.5% | 47 | 31.5% |
| | Low | 51 | 53.1% | 30 | 56.6% | 81 | 54.4% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |

Table 16 shows the impact of the library services on various skills of the respondents.

**Overall Analysis**

More than one third of the respondents (37.6%) felt high impact of library services on their reading and learning skills while one fourth of them (24.2%) felt high impact of library services on their self-development skills. A majority of the respondents (61.7%) felt average impact of the library services on their leadership skills followed by 44.3% of them who expressed an average impact of library services on their information skills. More than one third of them revealed an average impact of library services on their reading and learning skills and self-development skills.

**Gender-wise Analysis**

One third of the male users (33.3%) and 45.3% of the female users expressed that the library services have created a high impact on their reading and learning skills. One third of female users (34%) and 18.8% of male users expressed that the library services have created a high impact on their self-development skills.

Two third of the male users (66.7%) and slightly more than half of the female users (52.8%) felt an average impact of library services on their leadership skills. 45.8% of male users and 41.5% of female users expressed an average impact of library services on their information skills. One third of male and one fourth of female users revealed that the library services have an average impact on their creative skills.

One third of male users and slightly more than half of the female users felt a low impact of library services on their self-development skills. 36.5% of male users and 56.6% of female users expressed a low impact of library services on their information skills while more than half of the male (53.1%) and female (56.6%) users felt a low impact of library services on their creative skills.

**Table 17**

**Adequacy, Satisfaction and Goodness of Library services and Library Staff Vs Gender of the Respondents**

| Variables | Levels | Gender | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | Male | | Female | | Total | |
| | | No | % | No | % | No | % |
| Adequacy of Library Services | Very Adequate | 8 | 8.3% | 9 | 17.0% | 17 | 11.4% |
| | Adequate | 72 | 75.0% | 41 | 77.4% | 113 | 75.8% |
| | Not Adequate | 16 | 16.7% | 3 | 5.7% | 19 | 12.8% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| LOS on Library Services | Less Satisfied | 11 | 11.5% | 8 | 15.1% | 19 | 12.8% |
| | Moderately Satisfied | 67 | 69.8% | 38 | 71.7% | 105 | 70.5% |
| | Highly Satisfied | 18 | 18.8% | 7 | 13.2% | 25 | 16.8% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Services of Library Staff | Average | 16 | 16.7% | 6 | 11.3% | 22 | 14.8% |
| | Good | 69 | 71.9% | 40 | 75.5% | 109 | 73.2% |
| | Very Good | 11 | 11.5% | 7 | 13.2% | 18 | 12.1% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |

**Overall Analysis**

Three fourth of the respondents (113, 75.8%) opined that the library services are adequate. 70.5% of the respondents are moderately with the available library services. 73.2% of the respondents expressed that the services of library staff are good.

**Gender-wise Analysis**

Three fourth of the male users (75%) and female users (77.4%) felt that the library services made available at present in the sample libraries is adequate. 69.8% of male users and 71.7% of female users are moderately satisfied while 18.8% of male users and 13.2% of female users are highly satisfied with available library services. 71.9% of the male users and 75.5% of the female users opined that the services of library staff are good.

**Table 18**

**Adequacy, Satisfaction and Goodness of Library services and Library Staff Vs Gender of the Respondents: Mann Whitney U Test**

| Variable | Gender | N | Mean Rank | Sum of Ranks | Mann-Whitney U | Sig. (2 tailed) |
|---|---|---|---|---|---|---|
| Adequacy | Male | 96 | 79.58 | 7640.00 | 2104 | **.020** |
| | Female | 53 | 66.70 | 3535.00 | | |
| | Total | 149 | | | | |
| LOS | Male | 96 | 77.08 | 7400.00 | 2344 | .323 |
| | Female | 53 | 71.23 | 3775.00 | | |
| | Total | 149 | | | | |
| Services | Male | 96 | 73.36 | 7042.50 | 2386.5 | .421 |
| | Female | 53 | 77.97 | 4132.50 | | |
| | Total | 149 | | | | |

The results of Mann Whitney U Test, as available in Table 18, reveal that

a) There is a significant difference between gender of the respondents and their opinion on the adequacy of library services, as the p value is less than the significant level of o.05. The null hypothesis is rejected.

b) There is no significant difference between gender of the respondents and their level of satisfaction with library services and their comments on the services of the library staff, as the p value is more than the significant of 0.05. The null hypothesis is accepted.

**Table 19**

**Adequacy, Satisfaction and Goodness of Library services and Library Staff Vs Marital Status of the Respondents : Mann Whitney U Test**

| Variable | Marital Status | N | Mean Rank | Sum of Ranks | Mann-Whitney U | Sig. (2 tailed) |
|---|---|---|---|---|---|---|
| Adequacy | Married | 90 | 61.72 | 5555.00 | 1460 | **.000** |
| | Unmarried | 59 | 95.25 | 5620.00 | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | Total | 149 | | | | |
| LOS | Married | 90 | 72.37 | 6513.00 | 2418 | .251 |
| | Unmarried | 59 | 79.02 | 4662.00 | | |
| | Total | 149 | | | | |
| Services | Married | 90 | 69.59 | 6263.00 | 2168 | **.015** |
| | Unmarried | 59 | 83.25 | 4912.00 | | |
| | Total | 149 | | | | |

The results of Mann Whitney U Test, as available in Table 19, reveal that

a) There is a significant difference between marital status of the respondents and their opinion on the adequacy of library services and the services of library staff, as the p value is less than the significant level of o.05. The null hypothesis is rejected.

b) There is no significant difference between marital status of the respondents and their level of satisfaction with library services, as the p value is more than the significant of 0.05. The null hypothesis is accepted.

**Table 20**

**Adequacy, Satisfaction and Goodness of Library services and Library Staff Vs Educational Qualification of the Respondents :Kruskal Wallis Test**

| Variables | Educational Qualification | N | Mean Rank | Kruskal Wallis Test | |
|---|---|---|---|---|---|
| Adequacy | Upto Higher Secondary | 18 | 85.17 | Chi-Square | 2.758 |
| | Postgraduation | 57 | 76.35 | df | 2 |
| | Undergraduation | 74 | 71.49 | Asymp. Sig. | .252 |
| | Total | 149 | | | |
| LOS | Upto Higher Secondary | 18 | 55.28 | Chi-Square | 8.209 |
| | Postgraduation | 57 | 73.40 | df | 2 |
| | Undergraduation | 74 | 81.03 | Asymp. Sig. | **.017** |
| | Total | 149 | | | |
| Services | Upto Higher Secondary | 18 | 76.67 | Chi-Square | 4.536 |
| | Postgraduation | 57 | 67.70 | df | 2 |
| | Undergraduation | 74 | 80.22 | Asymp. Sig. | .103 |

| | Total | 149 | | | | | |
|---|---|---|---|---|---|---|---|

The results of Kruskal Wallis Test, as available in Table 20, reveal that

a) There is a significant difference between educational qualification of the respondents and their level of satisfaction with library services, as the p value is less than the significant level of o.05. The null hypothesis is rejected.

b) There is no significant difference between marital status of the respondents and their opinion on the adequacy of library services and the services of library staff, as the p value is more than the significant of 0.05. The null hypothesis is accepted.

**Table 21**

**Issues in using Library Services Vs Gender of the Respondents**

| Issues | Level | Gender | | | | | |
|---|---|---|---|---|---|---|---|
| | | Male | | Female | | Total | |
| | | No | % | No | % | No | % |
| Insufficient internet / ICT service | Strongly Agree | 71 | 74.0% | 27 | 50.9% | 98 | 65.8% |
| | Agree | 14 | 14.6% | 7 | 13.2% | 21 | 14.1% |
| | Disagree | 11 | 11.5% | 19 | 35.8% | 30 | 20.1% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Inadequate Facilities | Strongly Agree | 23 | 24.0% | 19 | 35.8% | 42 | 28.2% |
| | Agree | 33 | 34.4% | 18 | 34.0% | 51 | 34.2% |
| | Disagree | 40 | 41.7% | 16 | 30.2% | 56 | 37.6% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| I am busy | Strongly Agree | 11 | 11.5% | 7 | 13.2% | 18 | 12.1% |
| | Agree | 39 | 40.6% | 18 | 34.0% | 57 | 38.3% |
| | Disagree | 46 | 47.9% | 28 | 52.8% | 74 | 49.7% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| I don't know about the library services | Strongly Agree | 14 | 14.6% | 4 | 7.5% | 18 | 12.1% |
| | Agree | 43 | 44.8% | 20 | 37.7% | 63 | 42.3% |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | Disagree | 39 | 40.6% | 29 | 54.7% | 68 | 45.6% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Space constraints | Strongly Agree | 17 | 17.7% | 4 | 7.5% | 21 | 14.1% |
| | Agree | 38 | 39.6% | 27 | 50.9% | 65 | 43.6% |
| | Disagree | 41 | 42.7% | 22 | 41.5% | 63 | 42.3% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |
| Inadequate library staff | Strongly Agree | 11 | 11.5% | 1 | 1.9% | 12 | 8.1% |
| | Agree | 26 | 27.1% | 18 | 34.0% | 44 | 29.5% |
| | Disagree | 59 | 61.5% | 34 | 64.2% | 93 | 62.4% |
| | Total | 96 | 100.0% | 53 | 100.0% | 149 | 100.0% |

**Overall Analysis**

Two third of the respondents (98, 65.8%) strongly agree that there encounter the problem of insufficient internet / ICT service in the district central libraries while slightly more than one fourth of them (42, 28.2%) strongly agree that the libraries don't have adequate facilities.

42-44% of the respondents agree that they don't know about the library services being rendered in the district central libraries and the libraries suffer from space constraints. 34-39% of the respondents agree that the libraries don't have adequate facilities on the one side and they are very busy, on the other side.

Two third of the respondents (93, 62.4%) disagree that there in an inadequacy of library staff in the sample libraries. 42-49% of the respondents disagree that they are busy, they don't know about the library services and they suffer from the problem of space constraints.

**Gender-wise Analysis**

Three fourth of male users (74%) and half of the female users (50.9%) strongly agree that the libraries suffer from insufficient internet / ICT service. 11.5% of male and 35.8% of female users disagree with this issue.

One third of male and female users agree while one fourth of male and one third of female users strongly agree that adequate facilities are not available in the libraries. 41.7% of male and 30.2% of female users disagree with this problem.

40.6% of male and 34% of female users agree that they are busy while 47.9% of male and more than half of the female users (52.8%) disagree with this issue.

44.8% of the male and 37.7% of the female users agree that they don't know about the library services that are available in the sample libraries. 40.6% of male and 54.7% of female users don't agree to this unawareness.

Two fifth of the male users and half of the female users agree that they have space constraints in the libraries. 42.7% of the male users and 41.5% of female users don't see the problem of space constraints in the sample libraries.

About two third of the male and female users disagree that the libraries have inadequate library staff. But, 27.1% of male and 34% of female users agree that such a problem exists in their respective libraries.

**Table 22**

**Issues in using Library Services Vs Gender of the Respondents : Mann Whitney U Test**

| Issues | Gender | N | Mean Rank | Sum of Ranks | Mann Whitney | Sig. (2 tailed) |
|---|---|---|---|---|---|---|
| Insufficient internet / ICT service | Male | 96 | 82.08 | 7880.00 | 1864 | **.001** |
| | Female | 53 | 62.17 | 3295.00 | | |
| | Total | 149 | | | | |
| Inadequate Facilities | Male | 96 | 70.85 | 6801.50 | 2145.5 | .093 |
| | Female | 53 | 82.52 | 4373.50 | | |
| | Total | 149 | | | | |
| I am busy | Male | 96 | 75.91 | 7287.50 | 2456.5 | .702 |
| | Female | 53 | 73.35 | 3887.50 | | |
| | Total | 149 | | | | |

| | | | Male | 96 | 79.30 | 7612.50 | 2131.5 | .072 |
|---|---|---|---|---|---|---|---|---|
| I don't know about the library services | | | Female | 53 | 67.22 | 3562.50 | | |
| | | | Total | 149 | | | | |
| Space constraints | | | Male | 96 | 76.28 | 7323.00 | 2421 | .594 |
| | | | Female | 53 | 72.68 | 3852.00 | | |
| | | | Total | 149 | | | | |
| Inadequate library staff | | | Male | 96 | 76.61 | 7354.50 | 2389.5 | .474 |
| | | | Female | 53 | 72.08 | 3820.50 | | |
| | | | Total | 149 | | | | |

The results of Mann Whitney U Test, as available in Table 22, reveal that

a) There is a significant difference between gender of the respondents and their level of agreement with one issue in using library services namely 'Insufficient internet / ICT service', as the p value is less than the significant level of 0.05. The null hypothesis is rejected.

b) There is no significant difference between gender of the respondents and their level of agreement with all other issues they confront with in the use of library services, as the p value is more than the significant level of 0.05. The null hypothesis is accepted.

**Table 23**

**Issues in using Library Services Vs Marital Status of the Respondents: Mann Whitney U Test**

| Issues | Marital Status | N | Mean Rank | Sum of Ranks | Mann Whitney | Sig. (2 tailed) |
|---|---|---|---|---|---|---|
| Insufficient internet / ICT service | Married | 90 | 72.07 | 6486.50 | 2391.5 | .223 |
| | Unmarried | 59 | 79.47 | 4688.50 | | |
| | Total | 149 | | | | |
| Inadequate Facilities | Married | 90 | 75.87 | 6828.00 | 2577 | .748 |
| | Unmarried | 59 | 73.68 | 4347.00 | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | Total | 149 | | | | |
| I am busy | Married | 90 | 70.57 | 6351.00 | 2256 | .087 |
| | Unmarried | 59 | 81.76 | 4824.00 | | |
| | Total | 149 | | | | |
| I don't know about the library services | Married | 90 | 73.38 | 6604.00 | 2509 | .533 |
| | Unmarried | 59 | 77.47 | 4571.00 | | |
| | Total | 149 | | | | |
| Space constraints | Married | 90 | 76.86 | 6917.00 | 2488 | .479 |
| | Unmarried | 59 | 72.17 | 4258.00 | | |
| | Total | 149 | | | | |
| Inadequate library staff | Married | 90 | 72.29 | 6506.00 | 2411 | .268 |
| | Unmarried | 59 | 79.14 | 4669.00 | | |
| | Total | 149 | | | | |

The results of Mann Whitney U Test, as available in Table 23, reveal that there is no significant difference between marital status of the respondents and their level of agreement with all the enlisted problems in the use of library services, as the p value is more than the significant level of 0.05 in all the cases. The null hypothesis is accepted.

**Table 24**

**Issues in using Library Services Vs Educational Qualification of the Respondents :Kruskal Wallis Test**

| Issues | Educational Qualification | N | Mean Rank | Kruskal Wallis | |
|---|---|---|---|---|---|
| Insufficient internet / ICT service | Upto Higher Secondary | 18 | 72.17 | Chi-Square | 5.605 |
| | Postgraduation | 57 | 66.95 | df | 2 |
| | Undergraduation | 74 | 81.89 | Asymp. Sig. | .061 |
| | Total | 149 | | | |
| Inadequate Facilities | Upto Higher Secondary | 18 | 88.58 | Chi-Square | 5.342 |
| | Postgraduation | 57 | 66.08 | df | 2 |

| | | | | | |
|---|---|---|---|---|---|
| | Undergraduation | 74 | 78.57 | Asymp. Sig. | .069 |
| | Total | 149 | | | |
| I am busy | Upto Higher Secondary | 18 | 98.33 | Chi-Square | 7.331 |
| | Postgraduation | 57 | 72.47 | df | 2 |
| | Undergraduation | 74 | 71.27 | Asymp. Sig. | **.026** |
| | Total | 149 | | | |
| I don't know about the library services | Upto Higher Secondary | 18 | 91.67 | Chi-Square | 5.521 |
| | Postgraduation | 57 | 78.00 | df | 2 |
| | Undergraduation | 74 | 68.64 | Asymp. Sig. | .063 |
| | Total | 149 | | | |
| Space constraints | Upto Higher Secondary | 18 | 64.00 | Chi-Square | 16.711 |
| | Postgraduation | 57 | 61.21 | df | 2 |
| | Undergraduation | 74 | 88.30 | Asymp. Sig. | **.000** |
| | Total | 149 | | | |
| Inadequate library staff | Upto Higher Secondary | 18 | 108.75 | Chi-Square | 22.404 |
| | Postgraduation | 57 | 78.79 | df | 2 |
| | Undergraduation | 74 | 63.87 | Asymp. Sig. | **.000** |
| | Total | 149 | | | |

The results of Kruskal Wallis Test, as available in Table 24, reveal that

a) There is a significant difference between educational qualification of the respondents and their level of agreement with 3 problems in using library services namely 'I am busy', 'Space constraints' and 'Inadequate library staff', as the p value is less than the significant level of 0.05. The null hypothesis is rejected.

b) There is no significant difference between educational qualification of the respondents and their level of agreement with all other issues they confront with in the use of library services, as the p value is more than the significant level of 0.05. The null hypothesis is accepted.

**X SUGGESTIONS**

The researchers suggest the following measure to improve the library services and level of satisfaction of the users of district central libraries.

- The public libraries should be equipped with sufficient ICT tools and technologies (computers, internet, scanner, photocopier etc.).
- The public libraries should introduce and implement ICT based library services to reach their users with required information in time.
- The district central libraries, being the leader of the district, should have spacious space to stock all kinds of resources and services.
- The library should conduct user awareness programmes at regular intervals for the freshers to know about library services and their terms of usage.
- Qualified library personnel should be appointed in public libraries to serve the patrons better.

## XI CONCLUSION

The district central libraries should be an example for other branch libraries, village libraries and part time libraries in their district. They should build a vibrant and current collection – both conventional and electronic. They should have a spacious working space with a required physical and ICT infrastructure. A wide variety of information services need to be introduced and implemented taking into account the feedback received from their patrons. As a true unit of functional democracy, the public libraries should keep their doors wide open inviting the patrons of varied nature and interests and strive to fulfill their information thirst by all means.

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