

USERS SATISFACTION TOWARDS PUBLIC LIBRARIES: A STUDY WITH SPECIAL REFERENCE TO TIRUNELVELI

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Abstract

The Public Libraries are the pillars of social development and changing tools of economically background and below literate peoples in India, it is one of the parts in resource provider of political, economic and technological changing growths to the peoples of India. The work has endeavored to study the profile of the public libraries, factors touching frequency of visiting public libraries, level of satisfaction with the services of public libraries and overall service quality of public libraries. Visitors register provided the frame work of the respondents to be covered. Users of public library of Tirunelveli city constituted the sampling frame.

Key Words: public libraries, frequency of usage of library, user's satisfaction.

Introduction

Libraries are the foremost important sources for providing equal, safe, and reliable access to information. It is a civic center for constantly communicating knowledge to individuals. It is an important hall mark of a developed society and works as a catalytic agent to propriety. The development of the institution of library is a natural and logical outcome of corresponding developments in different spheres of human knowledge. As food is necessary for human existence, books are vitally needed for intellectual existence. Library is a living depository of past culture and sustainer of the intellectual activities that anticipate future developments. The first library consisted of archives of the earliest form of writing, namely the clay tablets dating back to 2600 BC. Private or personal libraries made up of written books appeared in classical Greece in the 5th Century BC. In the 6th Century, the great libraries of the Mediterranean world remained those of Constantinople and Alexandria

Profile of District Central Library

The district library of Tirunelveli established in 1952 and functioning at No 2/32, North High Ground Road, Palayamkottai, Tirunelveli - 627002, Opposite St Xavier's College.

Objectives of the study

- To study purpose of visiting the public library
- To analyze frequency of visit to the library
- To assess the level of user satisfaction with the services of public libraries.

METHODOLOGY

Users of public library belonging to Tirunelveli (Palayamkottai) constituted the sampling frame. A sample consisting of 150 respondents using public library was selected adopting simple random sampling technique.

Analysis & Interpretation

Table 1
Purpose of Visiting Library

Purpose of Visit	No. of Respondents	Percentage to Total
For light reading	19	12.67
To enrich knowledge	34	22.67
To develop regular reading habit	52	34.67
To read newspapers only	31	20.67
For time pass	14	9.33
Total	150	100.00

(Source: Primary data)

Table 1 indicates the purpose of visiting library, maximum of 34.67 percent respondents go to library to develop regular reading habit, followed by to enrich knowledge 22.67 and to read newspaper only by 20.67 percent.

Table 2
Frequency of Visiting Library

Frequency of Visit	No. of Respondents	Percentage to Total
Daily	69	46.00
Three times in a week	34	22.67
Twice in a week	22	14.67
Once in a week	18	12.00
As and when required	7	4.67
Total	150	100.00

(Source: Primary data)

Table 2 discloses the frequency of visiting to the library by the members, maximum of 46 percent respondents daily visited followed by Three times in a week 22.67 percent and 12 percent of the respondents visited once in a week.

Table 3
Users Satisfaction Towards Public Libraries

Sl.No	Statement	1	2	3	WAM	Rank
1	Behaviour of library staff	64 (42.67)	52 (34.67)	34 (22.66)	3.400	IX
2	Safety of material	57 (38.00)	48 (32.00)	45 (30.00)	3.160	XIII
3	Working hours	84 (56.00)	53 (35.33)	13 (8.67)	3.947	I
4	Location of library	77 (51.33)	57 (38.00)	16 (10.67)	3.813	IV
5	Arrangement and layout of books	75 (50.00)	64 (42.67)	11 (7.33)	3.853	II
6	Arrangement and layout of magazines	69 (46.00)	57 (38.00)	24 (16.00)	3.600	VI
7	Arrangement and layout of newspapers	74 (49.33)	62 (41.33)	14 (9.33)	3.800	V
8	Layout of new arrivals	84 (56.00)	44 (29.33)	22 (14.67)	3.827	III
9	Lighting	57 (38.00)	54 (36.00)	39 (26.00)	3.240	XI
10	Maintenance of library	49 (32.67)	63 (42.00)	38 (25.33)	3.147	XIV
11	Facilities in the library	74 (49.33)	35 (23.33)	41 (27.33)	3.440	VIII
12	Quality of maintaining books	69 (46.00)	52 (34.67)	29 (19.33)	3.533	VII
13	Cleanliness	59 (39.33)	49 (32.67)	42 (28.00)	3.227	XII
14	Toilet facilities	54 (36.00)	68 (45.33)	28 (18.67)	3.347	X
15	Rules and regulations	53 (35.33)	49 (32.67)	48 (32.00)	3.067	XV

(Source: Primary Data)

Table 3 reveals the users' satisfaction towards the public library at Tirunelveli, first rank given to "Working hours" the corresponding mean score is 3.947 and 137 respondents out of 150 are favoured with the statement, second rank for "Arrangement and layout of books" and the mean score is 3.853, third rank allotted to the statement "Layout of new arrivals" with score of 3.827 and the fifteenth rank agreed for the statement "Rules and regulations of library".

Table 4
Satisfaction level of Respondents

GENDER	DATA	LEVEL OF SATISFACTION				Pearson's chi-square	Sig. Value
		High	Medium	Low	Total		
GENDER	Male	48 (54.55)	31 (35.23)	9 (10.23)	88	10.243*	0.0127
	Female	35 (56.45)	19 (30.65)	8 (12.90)	62		
AGE	Below 20	18 (41.86)	14 (32.56)	11 (25.58)	43	11.397*	0.0183
	20 - 50	37 (61.67)	16 (26.67)	7 (11.67)	60		
	Above 50	31 (65.96)	11 (23.40)	5 (10.64)	47		
RELIGION	Hindu	54 (57.45)	27 (28.72)	13 (13.83)	94	9.086*	0.0231
	Muslim	12 (36.36)	13 (39.39)	8 (24.24)	33		
	Christin	8 (34.78)	9 (39.13)	6 (26.09)	23		
STATUS	OC	25 (49.02)	16 (31.37)	10 (19.61)	51	12.628*	0.0153
	OBC	49 (60.49)	21 (25.93)	11 (13.58)	81		
	SC/ST	10 (55.56)	5 (27.78)	3 (16.67)	18		
EDU. QU	HSC	13 (48.15)	9 (33.33)	5 (18.52)	27	11.934*	0.0167
	UG	57 (62.64)	21 (23.08)	13 (14.29)	91		
	PG	16 (50.00)	11 (34.38)	5 (15.63)	32		

(Source: Primary Data)

*Significant at 5 percent

Table 5 displays satisfaction level of respondents towards services of public library Tirunelveli. It is found that female members (56.45 percent) have highly satisfied with the services of library, Age group above 50 (65.96 percent), Hindu (57.45Percent), OBC (60.49 percent) and under graduates (62.64) are highly satisfied. It is further found that Pearson's chi-square value for demographic profile of respondents with level of satisfaction is as follows. Gender 10.243, Age 11.397, Religion 9.086, Social status 12.628, Educational qualification 11.934 and corresponding significance value (*P value*) is less than the confidence level at 5 percent level of significance. Hence null hypothesis is rejected and alternative hypothesis "There is a significant relationship between demographic profile of respondents and their level of satisfaction" is accepted.

Findings

The followings are findings of the study.

- It is found that maximum of 34.67 percent respondents go to library to develop regular reading habit.
- It is found that most of the respondents are satisfied with working hours of the public library
- They have a positive thought towards Arrangement and layout of books in the library
- The respondents favoured with “Layout of new arrivals” in the Public library.
- The members have supported the “Arrangement and layout of magazines”
- The selected respondents are satisfied with Arrangement and layout of newspapers
- The respondents are not satisfied with rules and regulation of the library and Maintenance of library
- There is significant relationship between demographic profile of respondents and their satisfaction level regarding the services of public library.
- Female respondents are highly satisfied than the male members.

Suggestions

- The authorities may simplify the rules and regulations of the public library.
- The Librarian must take necessary steps to improve the Maintenance of library
- Respondents are not satisfied with Safety of material, so the ruling classes may necessary safeguard the precious materials.
- Now our government implementing Clean India, so the Cleanliness of library must be improved.

Conclusion

In worldwide the society is undergoing rapid changes. The development of any society is based on the development of its human resources. Library and its utilization play a major role for the same. Public libraries are an integral part of the society in effective and efficient utilization of timely and offering facilities required for intellectual and life skills development. Enrichment of knowledge and light reading were the main purpose of obtaining membership in public library. Users mostly visited public library to read newspapers. Users were able to enhance knowledge due to the availability of required books in the public libraries and due to the enabling environment for the promotion of regular reading habits. However, the results of the study show that government has to take lots of efforts to upgrade public libraries to international standards through computerization and networking of resources under the globalized Information Communication and Technology environment.

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