



INFORMATION RESOURCES AND SERVICES IN PUBLIC LIBRARIES: A CASE STUDY OF WARANGAL DISTRICT, TELANGANA STATE, INDIA.

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ABSTRACT

Public libraries are considered as agents of social, political and cultural change in any society and provide a wide range of readership than any other type of library. A survey study was carried out on information resources and services in the public libraries of Warangal district Telangana state, India. The study revolved that the majority of the users were men between the age group of 11-30 years they were students, unemployed, govt employee and employee of private sector. The available resources used by the user and their visiting frequently, books and magazines, friends/teachers and radio/television where the information channels most frequently used to satisfy their information needs. Reading room and book lending services where the most frequently used services. This paper also discusses a few suggestions to make the service more beneficial for the community at large.

KEYWORDS :Public library, Information resource, Occupation, Library services.

INTRODUCTION

Libraries are considered as repositories of human experience and knowledge. All through libraries have changed significantly over time, but there are still responsible for acquiring and providing access to books, periodicals magazines etc. that meet educational, recreational and informational needs of the user. Public libraries are world-wide phenomenon. They exist in different societies in differing cultures and at different stages of development public libraries provide different



type of services and the way those services are delivered at different stages of development. According to the IFLA/UNESCO public library manifesto (1997), public library is the local gateway to knowledge, provides a basic condition for life-long learning, independent decision-making and cultural development of the individual and social group.

The public libraries are libraries established and maintained by public funds. public library must be reading accessible it should remain open for free to all number of community regardless of race, color, nationality, sex religion, language and status or educational attention. In India there is a positive relationship among the public library and different part of society and community to develop the overall

cultural, socio-economical moral and ethical value through the valuable services and the use of information resources. It forms the prime communication channel and information intermediary in any society in spreading knowledge to the people in the society. Public libraries have been noted to improve literacy through various information and educational services they render over time. They are also well known to stimulate imaginative through and expand personal horizons while making the empowerment of citizen and provision of access to a common cultural heritage a reality.

REVIEW OF LITERATURE:

Public libraries are considered as agents of social, political and cultural change in any society and provide a wide range of readership than any other type of library. Also apposite relationship is observed between public library and literacy level, which in turn contributes to increase in economic productivity Lewis (2004), Bano (1997), Aabo (2005). Extensive studies were under taken to study the role of public libraries in information society, value of services offered and use of the resources Chijioko (1989), Kamil(2004), Kerslake (1998) Beth (2006), Ghosh (2005) Dulle (2000), Kumbar (2009). Use of public libraries in different states in India has been studied extensively Chopra (2005), Satyanarayana (1996), Dominic et al.,(1996). Tyagi (2011) sought to determine the use of information Resources and Services at Delhi public library, Delhi. Biradar (2006) has conducted the study was related to “use of information sources by the users of public library: A survey.

The public library is a social institution being a nonprofit oriented exclusively service oriented organization run for the people, of the people and by the people. It acquires, selects, processes, organizes, maintains, preserves and then retrieves and disseminates all available information to the public irrespective of age, sex caste, creed, color and religion at free of cost. It forms the prime communication channel and information intermediary in any society in spreading knowledge to the people in the society.

Telangana is the one of the most rebound State which has been increased the public library service for 1958 by establishing the Warangal central library. The Telangana state divided into 10 districts, various aspects of public libraries in Telangana state. Al though the public library services of the district can be treated as a middle standard. Now a day the growth rate of the district is increasing in the users, use of information communication technology. Monitoring and evaluation of information resources in public libraries and their services is identified as an essential activity by knowledge commission, in its report submitted to prime minister, India

<http://www.knowledgecommission.gov.in/downloads/documents/wg.lib.pdf>. Results of the study of use of information resources and services in public libraries and its branch libraries in Warangal district, Telangana state.

The finding of the present study would help in understanding the use of information resources and services of public libraries, particularly public libraries in Warangal district, which would help to formulate the proper policies related to collect organized and improve information resource and disseminate quality services.

OBJECTIVE OF THE STUDY:

- To identify the frequency of visiting library
- To find the purpose of visiting library
- To identify the information source preferred by user to collect information
- To know about the information resources most frequently consulted

METHODOLOGY:

The survey conducted in Warangal District central library and their branches public library user community in Warangal District with framing questionnaires in Telugu language all these libraries are kept open between 8 am to 8 pm. on all working days, except on Friday being a weekly holiday and on government declared holidays. In this study simple random sampling has taken to collect the data from the libraries. In each library under study 50 visitors in the morning and 50 visitors in the evening were requested to fill the questionnaire. Reputation of the collected data from the same user more than once out of four hundred questionnaires distributed 220 users responded positively.

ANALYSIS:

A brief Introduction of the library under study

Details	DCL WGL	BPLWGL	BPLH	BPLM
Year of establishment	1958	1973		1964
Total collection	37356	26489	9221	18,187
Reading accommodation room	3	4	2	4
Drinking water	Yes	Yes	Yes	Yes
Toilet	Yes	No	yes	No
Technical staff	3	1	1	1
Non Technical staff	6	1	1	1
Total number of user	2,64,343	79,536	32,454	40,237
Responses to Questionnaire	78	69	18	55

DCLWGL: District central library, Warangal, BPLWGL: Branch public library, Warangal, BPLH: Branch public library, Hasanparthy, BPLM: Branch public library, Mulugu

The study included four libraries having district library, town library and public library as a sample for the purpose. Some important features have been considered under the study like reading room accommodation, total number of users and staff and some essential facilities like drinking water, toilet and questionnaires answered by the users, shows Table-I that there is a difference in staff and users among district library and branch public library.

Distribution of Respondents by Age wise:

Age	Daily	Weekly	Twice a month	Half Yearly	Rarely	Total	Percentage
11-20	16	19	10	9	3	57	25.9
21-30	15	19	21	13	7	75	34.0
31-40	7	11	12	8	6	44	20.0
41-50	5	3	6	2	3	19	8.6
51-60	4	0	3	5	3	15	6.8
60-above	0	1	2	4	3	10	4.5
Total	47	53	54	41	25	220	
%	21.3	24.0	24.5	18.6	11.3		99.8

Table II shows that the frequency of visit of users to the library based on age respectively. It is found that 34% of the user between the age group of 21 to 30 years and 11 to 20 years age group between 25.9% that is 59.9% of the users or between the age group of 11-30 years. This indicates that the majority of the people using the library on the other hand the age 60 onwards response (4.5) visited

library most frequently. The table also shows that respondent's users visited library with weekly (24%), monthly (24.5) and Rarely (11.3%) basis. In this table that the regularly visited library in middle age people, in this table describes that the old age people were visited library almost the least proportionally only single person visited weekly and two men visited twice a month. The interviews conducted and the comments by the respondents reveal that most of them were students and unemployed.

OCCUPATION WISE VISITING FREQUENTLY TO LIBRARY.

Occupation	Daily	Weekly	Twice amonth	Half Yearly	Rarely	Total	Percentage
Students	15	8	12	10	5	50	22.7
Unemployed	12	8	6	8	6	40	18.2
Govt. Employee	8	6	9	7	4	34	15.4
Retired person	9	5	2	4	1	21	9.5
Physical labor	2	8	6	2	00	18	8.2
Leaving from wood	4	0	3	3	0	10	4.5
Employee in private sector	14	8	6	1	2	31	14.1
Others	8	2	0	5	1	16	7.2
Total	72	45	44	40	19	220	
%	32.7	20.4	20.0	18.1	8.6		99.8

Table III shows the visiting frequently of users based on the occupation with respondent ratio. Students were the regular visitors other than the any other user. They visited library with daily, weekly, and twice a monthly, half yearly and also rarely, but the others visiting frequency is too poor to mention. The people those who are employed in government and private sector their visiting frequency, compare to better than the people those who are retired person and physical labor.

USE OF INFORMATION RESOURCES

Resource description	Most frequently		Frequently		Less frequently		Rarely		Never	
	No	%	No	%	No	%	No	%	No	%
Encyclopedia general	8	3.6	71	32.2	83	37.7	41	18.6	17	7.7
Encyclopedia special	9	4.0	41	18.6	85	38.6	46	20.9	39	17.7
Dictionaries general	61	27.7	47	21.3	37	16.8	63	28.6	12	5.4
Dictionaries special	9	4.0	19	8.6	33	15.0	115	52.2	44	20.0
Bibliography	0	0	8	3.63	16	7.2	142	64.5	54	24.5
Directory	0	0	0	0	64	29.0	109	49.5	47	21.3
Yearbooks	19	8.6	51	23.1	125	56.8	13	5.9	12	5.4
Bibliographies	0	0	0	0	139	63.1	55	25.0	26	11.8
Manuals	0	0	0	0	25	11.3	49	22.2	146	66.3
Geographical sources	4	1.8	11	5.0	39	17.7	135	61.3	31	14.0
News summaries	0	0	0	0	0	0	139	63.1	81	36.8
News paper	73	33.1	63	28.6	81	36.8	3	1.3	0	0
Magazine	45	20.4	62	28.1	65	29.5	48	21.8	0	0
Fictions	62	28.1	105	47.7	32	14.5	21	9.5	0	0
Academic books	111	50.4	32	14.5	39	17.7	21	9.5	17	7.7
Research books	0	0	0	0	19	8.6	62	28.1	139	63.1
Internet	6	2.7	17	7.7	37	16.8	85	38.6	75	34.0
Other	0	0	0	0	23	10.4	84	38.1	113	51.3

Table IV shows that information resources of library resources used by the users in the four public libraries in Warangal district. The many information resources available in the libraries fiction and research document, news summaries, directory, biography, bibliographies and the other materials includes E-Books and microfilm etc were used little. The dominated of use of information resource academic books has been use frequently (50.4%) than used news paper (33.1%). It is not worthy that encyclopedia; Dictionaries general, Biography, Directory, Magazine, etc were the least frequency used consistently. As much as information resources used for never used (66.3%) and users surveyed never used (63.1%). Internet was used most frequently by (2.7%) user.

FREQUENCY OF USE OF LIBRARY SERVICES

Library service	MF	%	F	%	LF	%	R	%	N	%
Book lending service	44	20.0	140	63.6	25	11.3	8	3.6	3	1.3
Reference service	41	18.6	102	46.3	38	17.2	33	15.0	6	2.7
Reading room service	156	70.9	36	16.3	16	7.2	12	5.4	0	0
Book reservation services	3	1.3	16	7.2	116	52.7	52	23.6	33	15.0
Book renewal services	1	0.4	18	8.1	106	48.1	58	26.3	37	16.8
Photo copying services	-	-	-	-	-	-	-	-	220	100.0

MF: Most frequently; F: Frequently; LF: Less Frequently; R: Rarely; N: Never.

Table V shows that users level of the satisfaction regarding to services rendered by the four public library of Warangal district. Reading room service and book lending services are the most frequently used services in the public libraries under study with relative frequencies of 70.9% and 20% respectively. References service were however used by 18.6% of the library users the table also shows that the services like book renewal, book reservation services are to poor to other services. Even though one library is appearing photo copying service none of them how used it library services remain as such because they have utilization value. All though not all services are of high usability because of variation in librarians, skills and competencies, library's are expected to the able to justify the reason there existence by striving very hard to satisfy every user that had a need to come to the library.

CONCLUSION:

Public libraries have been lauded as the "people's library" and they are expected to provide services aimed at satisfying the general public through the provision of relevant services and resources. Use of information resource in public library of Warangal district is majority of users of public libraries under study with age group of 11-30 years, and visit library at least in week. In convenient timing is the main reason for not visiting the library more frequently books and magazine, friends and Teacher/Television are the information channels used most frequently to satisfy their information needs. News papers and magazines are the most frequently read information sources. It is true that a large number of female users do not attend library even only. Reading room and book lending services are the most frequently used services in the public libraries. The use of internet and library networks which are remain on used to the users. User orientation programme, user education, training, seminar, symposium can be arranged to protect the user interest. Improvement is needed in increasing the funding for such public libraries as well as raising the awareness of library services to the people.

RECOMMENDATIONS:

- Collection of latest information containing books and e-resource should be maintained so that the users should be up to the mark.
- Improve the attitude of library staff.
- Improve shelving turn-around time and tracking of missing items.
- Frequent maintains of old books, to overcome against badly-trimmed pages by trimates and also maintain clean and pleasant environment, so that user can resist over dust energy.
- New editions of books should be added.
- To procure photo copies of latest information, reprographic machine should be install in the library premises.
- Provision of mineral drinking water and toilet facilities require improvement.
- Alternate arrangement for electricity such as an electric generator is inverter should be provided in the library.
- The library should have a suggestion box to solicit the view of persons interacting with the library.
- Maintain of light and fan sources should be needed so the users can be easy to concentrate on books with any fluctuations of light.

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