



SURVEY ON USAGE OF DISTRICT CENTRAL LIBRARY, GUNTUR, ANDHRA PRADESH

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These cases show the importance of partnership with non-government actors for developing public libraries.

The Guntur District Central Library (GDCL) was established in the year 1952 through Zilla Grandhalaya Samstha. The Guntur District was established in the year 1904. The stalwarts like "Sharanu Ramaswamy Chowdhary, Pathuri Nagabhushanam, Tripiramallu Lakshmaiah Gupta, Kasturi Kutumba Rao, Chavali Ramachandra Rao, Kanduri Seetharamaiah etc. also contributed to establish Public Library & Public Library Movement in Guntur District."

Theosophical knowledge library was the first library started in Guntur. The other most famous libraries in Guntur District are

- Sanjeevini Library Amrutha luru(TWO Commas inserted)
- Balsamaj Library Pedaravuru
- Saraswati Library, Kuchipudi
- Rajaraja Narendra, Govada, merged into branch libraries in later stages.

At present, DCL Guntur has

ABSTRACT

A library is a repository and source of information and ideas. It is a place for learning, enquiry and generation of thought and creation of new knowledge. Public Libraries (PL) have the potential to bridge the gap between the "Information Poor and Information Rich" by ensuring that people from all sections of the society have easy access to knowledge they seek. In the case of public libraries in India, this seems to be a far-fetched dream.

KEYWORDS: source of information and ideas, public libraries.

INTRODUCTION

To begin with, there was not enough number of libraries to cater to the whole population. Lack of resources is another major challenge, especially in the case of rural public libraries. There are infrastructural issues such as lack of proper buildings, reading room, storage facility, stock of reading material, etc. There is also a dearth of suitable reading material in regional languages. Other issues include low literacy levels, limited access to technology, and management of public libraries. Although the current state of disorder of public libraries is a cause of concern, there are some success stories at the grass-root level that provide us with hope for the betterment of the situation.

established 97 branch libraries at various places of Guntur District. Out of these, 41 libraries are located in rural places. It's also maintaining 128 book distribution centers in the district. The branch Libraries of DCL Guntur were divided as following.

- Grade 1 Libraries
- Grade 2 Libraries
- Grade 3 Libraries , Book distribution centres:

The Guntur DCL is located in Arundel pet between 5th and 6th line, which is connected with bus and auto rickshaw facilities. It is located in the center of the city so it is succeeded in attracting huge readership. As per the records of 2015-16 the number of visitors are 1,78,770.

ARCHITECTURE OF THE LIBRARY:

The entire library is spread in to two floors where the ground floor is occupied by general discussion room, secretary room followed by staff room and text book section. The first floor is occupied by newspaper and magazine section, room of the president of Zilla Grandhalaya Samstha, internet room, and reference room.

Library Timings: Library works from 8 am to 8 pm on all working days and every Friday it observes holiday but the newspaper and magazines section functions all the day.

SI NO	Designation	No of staff members
1	District Central Librarian	1
2	Deputy Librarian	1
3	Librarian Grade 2	1
4	Librarian Grade 3	2
5	Record Assistants	1
6	Office subordinates	6

Table -1

Source of grants for DCL Guntur : The District Central Library ,Guntur is well supported by State the Government, RRLF, Dept of Public Libraries, AP, Library cess from Guntur town and Panchayats where the branch Libraries are Located .

Book selections policy:

This library follows the book selection policy of AP Public Library Act 1956. Most of the books are selected by the book selection committee. The committee comprises of following members:

Chairman – ZGS President

Secretary - Chief Librarian

Member - Library staff

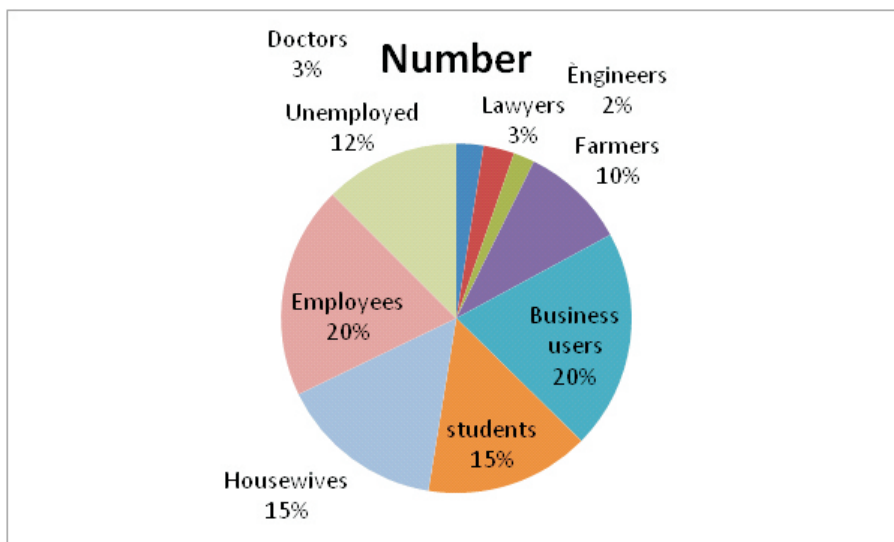
Member-Project Director, Sarva Siksha Abhayan

Member - District Education Officer

Member - DPRO

Subject Experts: Three members from the professors of eminent universities

MEMBERSHIP : This Library welcomes all the citizens of the Guntur to utilize the vast collection of books and magazines. The membership cost is Rs 200 and the members are eligible to borrow 2 books at a time. It has started accepting members from 1952 and reached nearing 10,000 mark. This year, the Library attracted 117 new members. At present Library consists of 5354 Live Members. Out of these 5354 members 4237 were Gents and 1117 were lady members. The category of the members is as shown below.



Pie chart of members

Users of the District central Library, Guntur:

Sl No	Profession of the Member	Total
1	Doctors	137
2	Lawyers -153	153
3	Engineers -105	105
4	Farmers	523
5	Business users	1083
6	Students	815
7	House wives	818
8	Employees	1051
9	Unemployed	669

Table -2

From the above table it is visible that business users are topping the chart followed by Employees or working people. One interesting factor from the table is student users and house wives are both equal but when it comes frequency of visiting the Library Students and unemployed youth throne the Library on daily basis. The surprise factor is the professional like Doctors, Lawyers, Engineers, and farmers are enrolled in good number with DCL Guntur.

Total visitors to the library: The library is centrally located in Guntur town between the 6th and 7th lane of Arundalpet. It is well connected with Bus facility and train facility. The Library is having its own building with the proximity of mail centers in Guntur it was able to attract more readers every year.

In 2015-16, the library has attracted 1,78,770 readers. Out of these, 1, 17,618 were newspapers and magazine visitors and 61,152 were textbook visitors.

Library Budget:

Library is not getting sufficient budget to run its operations successfully. The allocated budget is sufficient for paying salaries only and there is no separate budget for purchasing books regularly. The contribution towards the budget is from state government fund, RRLF for building the libraries and Dept. of Public Libraries for purchasing books. Now the Library Cess is separated at Mee-Seva Centers and allocated to Public Libraries towards building the library collection. The following table shows previous year’s allocations to

this library alone.

Sl. No	Year	Amount
1.	2013-14	73,74,188
2.	2014-15	80,81,703
3.	2015-16	94,72,546

Table -3

Library collection: The Guntur DCL alone has a collection of 70,807 books in various sections of the Library. Telugu books top the list language wise with 40,824 books, followed by English with 23080, Hindi 6175 books, Urdu 555 books and others are 146. The category of books as given below.

Sl. No	Book collection	No of books
1	Subject books	8591
2	Fiction	27332
3	Children books	6680
4	Competitive books	4100
5	Reference books	5325
6	Biographies	199
7	Dictionaries	167
8	Adult Education Literature	18413

Table -4

Even though the number of books available in the library is very big in number, nearly 30% of them are not useful for the current requirements. As the budget is sufficient for salaries and periodicals the book collection is not getting sufficient funds to purchase latest books and competitive books which are required by users. The Dept. of Public Libraries is offering e-books through its digital library portal <http://publiclibraries.ap.nic.in/MediumTelugu.aspx>. By opening the link the students can access the text books of Class 1 to 10 of State syllabus in English, Telugu, Hindi and Urdu languages. The digital library also contains the video lessons of class 1-10. These videos can be downloaded and viewed there or can be copied and use them at home leisurely. This collection is very useful to the students who cannot purchase the books; they can be guided to use this digital library from the internet centers in public libraries. But the staff members at Public Libraries are not aware of this collection and no guidance was given to students.

NEWSPAPERS AND MAGAZINES

The library is getting 14 newspapers out of those 8 are Telugu newspapers and 6 are English newspapers. The library is also subscribing 114 journals and magazines. Out of these, 56 are weekly magazines, 51 are fortnightly magazines and 7 are monthly magazines. Out of these newspapers and journals, library is subscribing only 85 numbers through different agencies and 43 are free of cost.

INTERNET FACILITY

The internet facility was provided during the national library week selection of 2011. The Guntur Municipal Corporation has sponsored two air conditioners to internet room. The internet library has totally 11 computers and all are connected with internet connection. This facility is useful to download assignment material and also useful unemployed youth to apply jobs online.

GUNTUR DISTRICT CENTRAL LIBRARY DATA ANALYSIS.

The Survey was conducted during the period of March 2016 by distributing 65 sets of questionnaire and

received 50 out of them. The staff at District Central Library was very helpful in getting the questionnaire back and they also gave sufficient information which is required from them.

The findings are as shown below

Q1) The question 1 is about the gender who visiting the library regularly. The findings are as shown below.

Male visitors	41
Female visitors	09

Table-5

In our finding male visitors are more than the female visitors due to the transportation and other problems. Most of the female visitors who regularly visit the library are from the student community and unemployed youth who are preparing for the competitive exams. The female visitors expressed their dissatisfaction about the toilet facility and seating facility in reference section. They expressed that all the boys are occupying the seats in the morning itself and they are not vacating whole day.

Q2) Age group

Gender	Below 15 years	16-25 years	26-35 years	36-50 years	Above 50 years
Male	1	15	20	2	3
Female	1	4	4	0	0

Table-6

Our Survey shows that more visitors from the age group of 16-35. Out of this, students and unemployed youth dominate the 80% of the visitors. The less occupancy is from 1-15 years of age as this age group is busy with schooling, tuitions etc. But library can attract this age group by promoting the digital library with text books from class 1 to 10. The second neglected group is 36-50 years of age. As the people are busy with their work and they cannot find more time to visit the library. The age group above 50 can be found in News Paper & Periodical section as they are interested in knowing local politics and social events in the local place.

Q3) Education qualifications

Gender	Below 10 th class	Inter/Diploma	B.tech/BA/B.com /BSC	Masters degree	PhD/Others
Male	0	2	11	25	3
Female	0	1	3	4	1

Table-7

While conducting the survey no body was found with 10th class or below classification, but there are visitors from Inter Graduation and Masters and Research level. Master degree holders are topped the list with 29 followed by 14 from graduation level and 4 from research category.

Q4) Profession

Student	Employee	unemployed	Business	Farmer	Housewife	others
15	8	25	1	1	0	0

Table -8

Normally Public library attracts different kind of people .The Guntur District Central Library also attracts different sections of the readers .The readers from the survey are found to be 15 students,8 employees,25 unemployed ,1 business person ,1 farmer, and no housewives that time. Even though the DCL having 818 members from house wife category we could not find anybody during the survey period.

Q5) Member: Membership is very important tool to gauge the usage of the library. The District Central Library of Guntur is having 5354 active members till March 2016. When the survey conducted among the users only 7 members were having membership and rest of the 43 members are non-members. It shows that library is used by non-members than the members on a daily basis.

Yes -7 No 43

Q6) Frequency of visiting Library: When the survey was distributed out of 50 respondents 37 were responded positively that they visit library daily and 5 people each said they visit twice in a week and once in a week. Only 3 people said they visit occasionally. In our observation the daily visitors are from the age group of 20 to 30 years and belong to student and unemployed community.

Daily	Twice in week	Once in week	Occasionally
37	5	5	3

Table -9

Q7) Reason for not visiting the Library: This question was responded by only 27 users out of 50. The reasons users cite for not visiting the library is as given below.

Working hours	Non availability of materials	Faraway	Lib .Maintenance	Lack of time	Lack of asst from Lib staff	others
3	3	8	5	8	0	0

Table -10

Q8 How much time spent in Library: People may come and go daily from library but what time they are spending on which purpose they are spending is also depend upon the library collection and services they are getting from the library staff. This question attracts positive from the users as 41 out of 50 users said they are spending more than 2 hours in library followed by 6 members spend between 1 to 2 hours and rest of them spend less than 1 hour in the library. The spending of time depend upon a few factors like ventilation, lighting, seating, and air-condition, water & transport facility also.

15 minutes	30 minutes	Less than 1 hour	Between 1-2 hours	More than 2 hours
1	1	1	6	41

Table -11

Q9 Purpose of visiting the Library (Multi answers): Generally users treat public library as a Temple of Learning. Each and every body in their life time visits the public library for something or other. Public library was the only source to know the information till late 1990 i.e. before invention of the Internet. But still DCL Guntur is attracting 500+ visitors daily either to read the news papers, magazines or to refer other reading materials. The present survey was conducted by giving multiple answers and the response was as given below.

To read newspapers and magazines	13
Borrow and return books	3
Find jobs	8
Preparing for Competitive exams	41
Improve G.K	13
Internet access	9
To read Reference material	8
To read other books (Fiction, Science ,Arts)	5

Table -12

Q10) Do you borrow books: The surprising factor in the survey is when we asked the users – you are a member or not – users were reluctant to give the answer and some believe that they automatically became members as they are visiting the library daily. The library membership is a paid service and it costs Rs. 200/- per annum and there is a temporary membership also by paying Rs. 100/- anybody can become a member and borrow a book per 2 weeks time. This temporary membership can be cancelled after returning the book. The following table shows only 13 users are using the library by paying the membership and 27 members are not the members. The difference between paid and non-paid membership is – a paid member can barrow books, a non-paid member cannot borrow any material from the library.

Yes	No	No comment
13	27	10

Table-13

Q 11) Awareness of following collection: The library collection plays an important role in attracting the members. The DCL Guntur is also having more than 70,000 books. The books are segregated in to text books, subject books and reference collection etc. These books are kept in different places of the library for the convenience of the users. The textbook section is located in ground floor and first floor is occupied by Reference section, Internet section, and newspaper and magazines sections. Even though these sections are easily accessible, still some users felt that they are not aware of the important collection of the Library as given below.

* Some users not responded to all questions below

Type of collection	Yes	no
Subject books	37	5
Journals Magazine	35	3
Dictionaries	31	2
Encyclopedias	15	6
Reference books	36	4
Children books	17	6
Geographical sources -atlas, gazettes, maps	21	5
Biographical sources	12	10
Fiction/novels	14	9
Govt. Publications	23	4
Statistical Handbooks	11	6
Directories	15	6

Table -14

The above table shows that subject books were more popular in Guntur DCL followed by Reference books, magazines, Dictionaries, In non book materials Government publications are used by many users to get the information on Govt. schemes. The least used material is statistical handbooks followed by Biographical sources

Q12) Frequency of using the following collection: The usage of library collection is depended on the accessibility of Library collection. The DCL at Guntur follows the open access system and entire collection is accessible to all the users. While conducting the survey we got the positive feedback among the users about subject books, journals and magazines, among the frequently usage and biographical sources children books, Novels got non frequency category among the readers. The following table shows the usage of categorized resources as shown under.

Print collection	Frequently	Rarely	No response
Subject books	35	2	1
Journals Magazine	28	5	0
Dictionaries	19	11	0
Encyclopedias	10	8	3
Reference books	21	8	3
Children books	4	4	9
Geographical sources-atlas, gazettes, maps	13	8	3
Biographical sources	5	5	10
Fiction/novels	9	2	9
Govt Publications	20	4	3
Statistical Handbooks	3	10	5
Directories	5	9	5

Table -15

When it comes to frequency of using the Library collection under frequently, rarely, no response the subject books were more frequently used, followed by journals, reference books, Govt. Publications. The Dictionaries, statistical books leads the rare category with other non book material like handbooks, directories, maps, encyclopedias etc. The Biographical sources, fiction, and children books were in the not many users are using regularly.

Q13) Satisfaction with Library collection : User satisfaction of public library services has become an imperative concern in recent times. There is no doubt that satisfaction of library services influences the degree in which the services are used and it has been found to be an important factor that affects the use or non use of library services. Public libraries are libraries established and maintained by public funds. They are meant to provide the informational, educational and recreational needs of the people in the community regardless of nationality, age, sex, religion, language, status, political inclination and educational attainment. Public libraries are considered as agents of social, political and cultural change in any society and provide a wide range of readership. The general public is expected to make effective and efficient use of public libraries to satisfy their informational and research needs. Users' satisfaction of the services rendered by public libraries relates to effective use of the services and resources provided by the library. The satisfaction derived by users greatly influences the utilization of the services rendered by the library. Therefore to justify the existence of any public library, provision of effective services and resources is necessary to attract potential users.

Print collection	H.S	Satisfied	Neither satisfied/Nor Dissatisfied	Dissatisfied	Highly dissatisfied
Subject books	16	14	3	2	0
Journals Magazine	16	14	2	0	0
Dictionaries	16	13	3	0	0
Encyclopedias	5	9	3	2	0
Reference books	10	17	5	0	1
Children books	3	7	3	2	0
Geographical sources-atlas, gazettes, maps	4	8	5	2	2
Biographical sources	7	6	6	2	2
Fiction/novels	4	9	4	3	2
Govt Publications	8	12	3	2	3
Statistical Handbooks	2	5	4	3	2
Directories	3	8	5	3	2

Table -16

The above table shows that subject books, Magazines, Dictionaries are leading in the highly satisfied and satisfied categories followed by reference books, and government publications. The other non book materials like Maps, atlases, directories, Biographical sources fall under neither satisfied nor dissatisfied category. Very few users expressed their highly dissatisfaction on non book materials which may be outdated materials

Q14) How to search required material in Library: Finding the correct information in a library can be a daunting task given the sheer number of resources. To make things easier, libraries have adopted classification systems and catalogue systems. Since the materials are placed in order on the shelves, it is to find them with the help of either Library staff or buy understanding catalogue and classification schemes.

Library catalogue	Library staff help	Direct search on racks	Help from other users
3	15	16	3

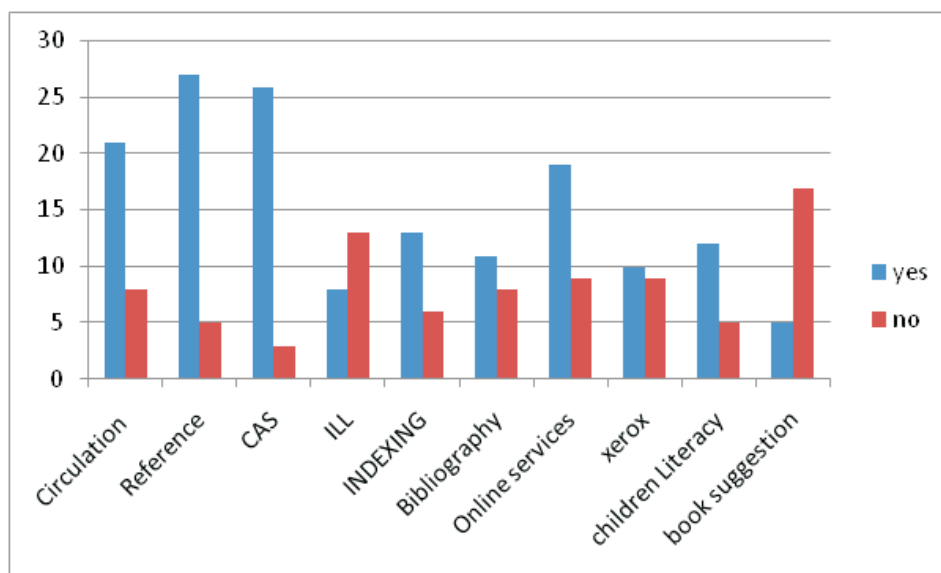
Table -17

The above table shows that out of 37 respondents 15 users say that got help from Library staff, and 16 members said they preferred to search on their own and 3 each said they use library catalogue /help from other users to locate the information.

Q15) Utilization of the Library services: Public libraries are open to everyone. Anybody without membership can use the Library. Membership is optional and those who want to borrow books can take the membership by paying 200/-. There are differences in the services particular libraries provide, depending on the size and location of the branch and on the policies of the library service. The Guntur DCL provides the following services. As part of the survey the question was asked to test the awareness of Library services.

Services	Yes	No
Circulation	21	8
Reference service	27	5
Current awareness service	26	3
Inter Library Loan	8	13
Indexing and Abstracting	13	6
Bibliography services	11	8
Online services	19	9
Reprography service	10	9
Children Literary service	12	5
Book suggestion service	5	17

Table 18



Graph on Utilization of DCL Services

Q 16) How satisfied with the following services

	H.S	Satisfied	Neither satisfied/Nor Dissatisfied	Dissatisfied	Highly dissatisfied
Circulation	7	11	4	1	6
Reference service	13	11	4	1	5
Current awareness service	8	16	5	1	6
Inter Library Loan	11	1	12	3	3
Indexing and Abstracting	0	2	9	5	2
Bibliography services	0	6	9	3	0
Online services	6	15	9	2	0
Reprography service	0	6	11	2	0
Children Literary service	2	5	10	2	0

Table -19

The table no 19 shows the satisfaction level of users as Highly satisfied, satisfied, Neither satisfied nor dissatisfied, Dissatisfied, Highly dissatisfied. The reference section leads the table with high satisfied followed by circulation and current Awareness services. The Inter library loan and online services also got some positive

feedback. The indexing and bibliographic services are not familiar and not required by many users. The same opinion was expressed against them as neutral marking. The circulation and CAS which are very useful to users also got some highly dissatisfied feedback. According to this survey DCL Guntur got the mixed feeling on the services. It needs to improve on user orientation to familiarize the users with its services.

Q17) Awareness of physical facilities : The physical facilities also plays important role in attracting the users to Library apart from the collection. The survey was intended to collect the feedback on the facilities and conduciveness of the library environment.

Name of the Physical facility	Yes	No
1. Reading space	36	7
2. Library Building	34	8
3. Lighting/ventilation	37	3
4. Seating capacity	29	11
5. Furniture	33	7
6. Telephone	7	18
7. Fire safety	16	12
8. Refreshments	12	15
9. Drinking water	38	1
10. Parking area	33	5
11. Sanitation/toilets	16	21

Table -20

The above table shows that most of the users are familiar with space, building, lighting furniture, drinking water and parking area. Some of the users are not aware of the telephone service, fire safety, refreshments facilities. Normally refreshments are served by library and now everybody is having their own cell phone. Apart from these two, sanitation also got negative marking just because of users are not allowed to use them only library staff is using them. There are no fire extinguishers in Library

Q18) Opinion on following physical facilities

The study focused on users satisfaction with library physical facilities at DCL Guntur. The objective was to find out if users are satisfied with the services, facilities, the library environment, information sources and staff of the library. Using the descriptive survey design the population for the study consisted of all registered library users .

	H.S	Satisfied	Neither satisfied/Nor Dissatisfied	Dissatisfied	Highly dissatisfied
Reading space	14	11	7	0	3
Library Building	15	12	6	0	5
Lighting/ventilation	16	15	5	1	3
Seating capacity	14	14	4	3	5
Furniture	17	17	2	2	2
Telephone	15	17	2	2	2
Fire safety	3	7	2	7	9
Refreshments	3	8	3	12	1
Drinking water	17	17	4	2	0
Parking area	15	16	7	2	0
Sanitation/toilets	4	7	0	10	17

Table 21

The above table 21 shows that satisfaction level among the reading space, Library building, lighting, seating furniture and drinking water is fair and users are happy with them .Users also expressed their happiness about the telephone facility where the library is not providing. But users could have given as cell usage in Library. Fire safety , and refreshments were marked as dissatisfied items. It seems users are not happy about them. DCL

Guntur is not having any fire extinguishers in Library and it's not arranged any refreshment facilities in Library, but tea and cool drink shop is available just in front of the Library and food items are available in a walkable distance.

Q19 Arrangement of Books on shelf:

Very good	Good	Neither good/Nor Bad	Bad	Very bad
11	16	16	2	2

Table -22

Books arrangement on shelf is a art. Normally public library users consist of all kind of people from society. There may literates, illiterates, professionals, students etc. Keeping in view of these users Public library staff should make arrangements to arrange books on shelves with guidance and educate the users with classification and catalogue system. We do come across the habits of DCL users in the same report that 16 out of 47 users said they prefer to search material on their own. It shows that nearly 40% of users prefer to locate books on their own. If the Books are arranged neatly it will be easy for them to get the required material. The above table shows that 11 users says that shelf arrangement is very good, followed by 16 users good and another 16 users neutral and not able to say. Only 4 users said the arrangement of books on shelf is bad.

Q20) Opinion on Library staff

Public libraries are special places. They offer many things to many people of all ages. The Guntur district library attracts different kinds of users from various professions. They expect more services and guidance from library staff. If the library staff helps the user can save his time in searching the material and concentrate on studying / using the material. So, it is essential to help the users in getting their required information.

Ready to help	Often Helpful	Too busy to help	Not helpful	Communicate unclearly
32	10	0	2	3

Table -23

When we asked the query about staff help towards the users, the users responded positively as given in the table 20 above. Majority users that is nearly 70 % said DCL Guntur staff were helpful and another 20 said often helpful and rest of the 10% feels the staff is not helpful and some of them communicate unclearly.

SUGGESTION AND CONCLUSIONS :-

The public library is established to provide materials, which communicate experience and ideas from one person to another and make them easily and freely available to all people. The public library is a local centre of information that makes all kinds of knowledge and information readily available to its users. It is established, supported and funded by the community, either through local, regional or national government or through some other form of community organizations. It provides access to knowledge, information and works of imagination through a range of resources and services. It is equally available to all members of the community regardless of race, nationality, age, gender, religion, language, disability, employment status and educational attainment. People in all works of life use the public library resources, facilities and services. These users include pupils, students, teachers, scholars, scientists, business executives, government officials and even dropouts. Large numbers of people also turn to public libraries to satisfy their desire for knowledge or to obtain materials for some kind of leisure-time activities. A library may meet user's information needs by acquiring, organizing and making available relevant information resources backed by appropriate facilities and delivered by means best known to them,. The DCL Guntur also took few steps to satisfy the readers to get the required information. The Library authorities are arranged the guidance boards in the ground floor with location different sections. This

Library also arranged a discussion room in the ground floor with users demand. The library also erected a water facility with the help of Donors within the Library building. While conducting the survey users gave the following suggestion to improve the library services and facilities.

- Non availability of latest editions and book arrangement on shelves are not good.
- Decorate the library with paintings and arrange guidance / directions on the walls.
- Provide lunch room for users.
- Clean the outside place of the Library.
- Provide lunch room for users.
- Clean the outside place of the Library.
- Provide wifi connectivity and more reading books for exams.
- Create awareness among the school children about library facility.
- Maintenance is must. Environment should be friendly to readers and staff should co-operate.
- Arrange refresh room. Place reference room in the ground floor with AC.
- Provide toilet facility.
- Library services should be user friendly.
- Required information and latest publications of Government are not available.
- Need computer facility for online exam purpose.

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