



A SURVEY ON THE USERS OF PUBLIC LIBRARIES IN CHITTOOR DISTRICT, ANDHRA PRADESH

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ABSTRACT

Analysis of data collected from 1278 users of Public libraries in Chittoor district, Andhra Pradesh using a questionnaire reveals that a high percent of the users (41.1%) visit the library occasionally. A high percentage of them (45.9%) are visiting the library for the purpose of reading news papers and magazines. The frequently used collections in the libraries are news papers and magazines (47.4%), reference books (36.6%), children books (34%), competitive examinations books (31.7%), fiction/novels (31.1%) and textbooks (28.6%). Nearly half of the users are either highly satisfied or satisfied with various collections of public libraries. Majority of the users are either highly satisfied or satisfied with current awareness service (56.6%), Indexing and abstracting service (50.3%). Most of the users are expressed the unavailability of ICT facilities in public libraries. A high percentage of users are either highly satisfied or satisfied with seating capacity (39.5%), lighting and ventilation (42.9%), furniture (45.1%), drinking water (45.1%), parking area (41.5%) and sanitation/toilets (41.2%).

KEYWORDS: User surveys, Library

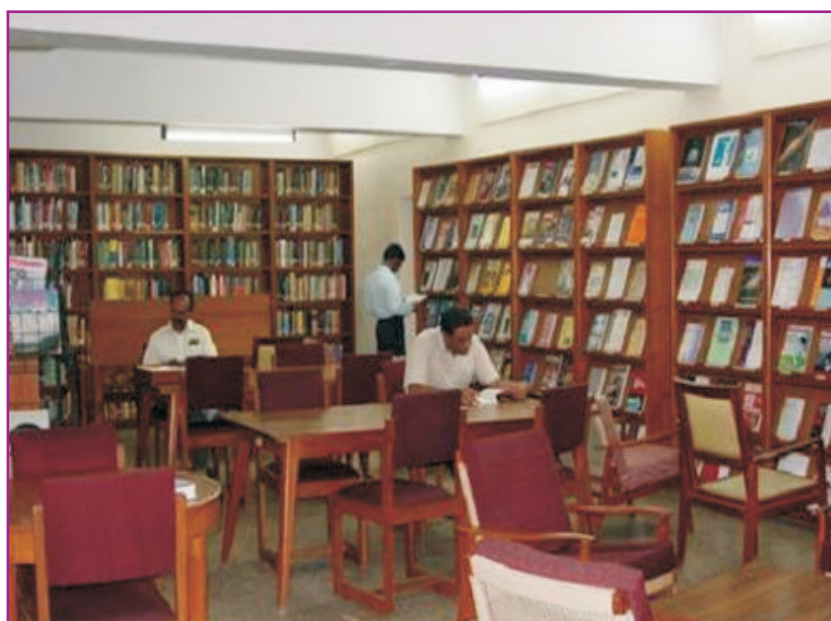
surveys, User studies, Public libraries, Chittoor District, Andhra Pradesh.

1.INTRODUCTION:

Library has been regarded as an integral part of social fabric since times immemorial. Library and society are interlinked and are interdependent. Societies without library have no significance and libraries without society have no origin.¹ The society has established and maintained various institutions to meet its different needs. The public library is one such institution which looks after its educational, cultural, recreational and informational needs. It is one of the most important

social institution. It is playing a pivotal role in the socio economic and educational development of the society.² It is possible to change the life style of rural people through public libraries.

The information available in the libraries should reach the users in an effective way. Information is very essential for everybody for sound development of all the human beings. This information can be obtained through information sources available in the public libraries³. It is necessary to know to what extent the public libraries are meeting the requirements of the public for which they are intended. Hence, surveys are to be conducted on the users of public libraries to know their views about the services provided by public libraries so



that necessary suggestions can be made for improving the services.

2. NEED FOR THE STUDY

Surveys will help the library authorities to adopt the suitable strategies for improving their collection building, Information Communication Technology (ICT) facilities and providing more efficient library services. They will assist librarians to assess whether the libraries fulfil their objectives, and how far the libraries are lagging behind in providing satisfactory service to the public in the electronic age. Libraries are to be equipped with the latest ICT infrastructure and other physical facilities to provide best resources and services to their users.

Surveys on public libraries and their users will help the librarians to improve their sources and services to meet the needs of users. Public libraries in the state of Andhra Pradesh are not adequately funded to meet the requirements of users. They are also understaffed. Under these circumstances, it is necessary to know the users views about library collection and services so that necessary measures can be undertaken to improve the services. Hence, the present study entitled 'A Survey on the users of Public Libraries in Chittoor District, Andhra Pradesh' has been undertaken.

3. REVIEW OF LITERATURE

Parvthamma (2009)⁴ surveyed the use of information resources and services in the public libraries of Bidar District, Karnataka State. The study reveals that majority of the users are students and unemployed youth. Public libraries need to enrich their information resource collection and should provide access to internet and offer community-based services, including literacy programmes. According to Satpute, Waydande and Fernandes (2010)⁵ Public libraries play an important role in the national development in the spread of education, dissemination of information, utilization of leisure time in useful activities and in programmes for its own socio-economic development. Gomathi (2012)⁶ carried out a study on user satisfaction of sources and services with special reference to Public Library in Chidambaram. The study concluded that user satisfaction depends to a large extent on the ability of the library to integrate user needs into the development of the library. According to Yilmaz and Cevher (2015)⁷ public librarians are optimistic about the survival and development of public libraries in the future. According to them, public libraries will undergo significant changes in the sense of structural makeup, services, technology and administration by preserving their fundamental composition and functions.

4. OBJECTIVES OF THE STUDY

The following are the specific objectives of the study:

- To examine the purpose and frequency of visiting public libraries;
- To know the use of various services, and satisfaction of users with these services;
- To know the Information Communication and Technology (ICT) facilities available in public libraries;
- To know the level of satisfaction of users with the collection and physical facilities of public libraries and
- To make suggestions for improvement of public libraries in Chittoor District.

5. METHODOLOGY

Survey method of research has been adopted in the present study. The required data for the present data was collected from 1278 users of public libraries (branch libraries, district central library and regional library) of Chittoor district. Questionnaire tool is used for collecting data.

The population of this study consists of users of 72 public libraries in Chittoor District. Among them 70 are branch libraries, one is Regional Library, Tirupati and another one is District Central Library, Chittoor. As it is difficult to get data from the users of 72 public libraries in terms of time, cost and labour involved, at the first stage the branch libraries were sampled using proportionate stratified random sampling method. There are 3 revenue divisions in Chittoor District. They are Chittoor, Tirupati and Madanapalle. From each revenue division, around 40 per cent of branch libraries were sampled. In total, 30 branch libraries, Regional Library, Tirupati and

District Central Library, Chittoor were selected for the study. Regional Library Tirupati and District Central Library, Chittoor differ from branch libraries in their users, collection and services. Hence, these two libraries are selected for the study.

The number of users visiting the library varies from one branch library to another branch library and from one day to another day. From each branch library, the data is collected from 40 users using accidental sampling. However, the data is collected from 100 users from Regional Library, Tirupati and District Central Library, Chittoor, using the same method. In total, 1400 users were selected for the study. However, the investigator received responses from 1278 members only. The data was collected during the period from December 2014 to December 2015. After collecting the data from the respondents, the data was analysed according to the objectives stated in the following paragraphs.

6. ANALYSIS AND INTERPRETATION OF DATA

The collected data is analysed and interpreted in the following paragraphs.

6.1 Frequency of Library Visit

A question has been asked to the users to know their frequency of library visit. The replies given by them are shown in Table - 1.

Table - 1
Frequency of library visit

Frequency	Number	%
Daily	362	28.3
Twice in a week	255	19.9
Once in a week	135	10.6
Occasionally	526	41.2
Total	1278	100

Table - 1 shows that a high percentage of the users (41.2%) occasionally visit the library, followed by daily (28.3%), twice in a week (19.9%) and once in a week (10.6%).

It can be concluded that majority of the users (41.2%) visit the library occasionally.

6.2 Purpose of visit to library

A question has been asked to the users to know their purpose of visit to the library. The replies given by them are shown in Table - 2.

Table - 2
Purpose of library visit

Purpose	Number	%
To read news papers and magazines	587	45.9
To borrow and return the books	299	23.4
To find information about employment	186	14.5
To prepare for competitive examinations	64	5.0
To improve general knowledge	194	15.2
To use the Internet	42	3.3
To read reference materials	65	5.1
To read other books (Novels, Fiction, etc)	144	11.3

It is evident from Table - 2 that a high percentage of the users (45.9%) are visiting their respective libraries for reading newspapers and magazines. It is also evident from the table that 23.4% of the users are visiting the library for borrowing and returning the books, 15.2% of them to improve general knowledge, 14.5% of them to find information about employment, 11.3% of them to read other books (Novels, Fiction, etc), 5.1% of them to read reference materials, 5.0% of them for preparing competitive examinations and 3.3% of them to use Internet.

It can be concluded that majority of the users (45.9%) are visiting their libraries for reading newspapers and magazines.

6.3 Library collections

A question has been asked to the users to know the utilization of library collections in their respective libraries. The replies given by them are shown in Table - 3 and Figure – 1.

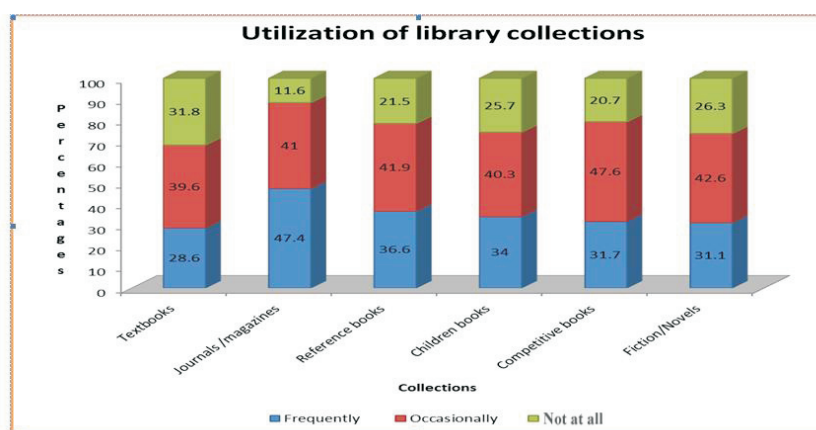
Table - 3 shows a high percentage of users (39.6%) replied that they occasionally utilize textbooks, followed by not at all (31.8%) and frequently (28.6%). It is also evident from the table a high percentage of users (47.4%) replied that they frequently utilize News papers and magazines, followed by occasionally (41%) and not at all (11.6%).

Table – 3
Utilization of library collections

Collection	F	O	N	Total
Textbooks	366 (28.6)	506 (39.6)	406 (31.8)	1278 (100)
News papers and magazines	606 (47.4)	524 (41.0)	148 (11.6)	1278 (100)
Reference books	468 (36.6)	535 (41.9)	275 (21.5)	1278 (100)
Children books	434 (34.0)	515 (40.3)	329 (25.7)	1278 (100)
Competitive examinations books	405 (31.7)	608 (47.6)	265 (20.7)	1278 (100)
Fiction/Novels	397 (31.1)	545 (42.6)	336 (26.3)	1278 (100)

(Note: F =Frequently O = Occasionally N=Not at all)

Figure – 1



The table also shows, a high percentage of users (41.9%) replied that they occasionally utilize reference books, followed by frequently (36.6%) not at all (21.5%). It is obvious from the table that a high percentage of users (40.3%) replied that they occasionally utilize Children books, followed by frequently (34%) and not at all (25.7%).

The table shows a high percentage of users (47.6%) replied that they use utilize Competitive examinations books occasionally, followed by frequently (31.7%) and not at all (20.7%). The table depicts, a high percentage of users (42.6%) replied that they occasionally utilize Fiction/novels books, followed by frequently (31.1%) and not at all (26.3%).

6.4 Satisfaction with library collection

A question has been asked to the users to know the level of satisfaction with library collections in their respective libraries. The replies given by them are shown in Table - 4.

Table - 4
Level of satisfaction with various collections in the libraries

Collection	HS	S	NS DS	DS	HDS	Total
Textbooks	186 (21.3)	282 (32.3)	192 (22.0)	177 (20.4)	35 (4.0)	872 (100)
News papers and magazines	182 (16.1)	404 (35.8)	196 (17.3)	245 (21.7)	103 (9.1)	1130 (100)
Reference books	147 (14.7)	345 (34.4)	249 (19)	155 (15.5)	107 (10.7)	1003 (100)
Children books	190 (20.0)	321 (33.8)	167 (17.6)	191 (20.1)	80 (8.4)	949 (100)
Competitive books	185 (18.3)	293 (28.9)	181 (17.9)	220 (21.7)	134 (13.2)	1013 (100)
Fiction/novels	185 (19.6)	305 (32.4)	223 (23.7)	178 (18.9)	51 (5.4)	942 (100)

(Note: HS = Highly Satisfied S= Satisfied NS DS= Neither Satisfied Nor Dissatisfied DS= Dissatisfied HDS= Highly Dissatisfied)

It is evident from the Table - 4 that nearly one-third of users (32.3%) have satisfied with textbook collection, followed by neither satisfied nor dissatisfied (22%), highly satisfied (21.3%), dissatisfied (20.4%) and highly dissatisfied (4%). Table also shows, a high percentage of the users (35.8%) have satisfied with News papers and magazines, followed by dissatisfied (21.7%), neither satisfied nor dissatisfied (17.3%), highly satisfied (16.1%) and highly dissatisfied (9.1%).

The table presents, a high percentage of the users (34.4%) have satisfied with reference books, followed by neither satisfied nor dissatisfied (19%), dissatisfied (15.5%), highly satisfied (14.7%) and highly dissatisfied (10.7%). The table shows, a high percentage of the users (33.8%) have satisfied with children books, followed by dissatisfied (20.1%), highly satisfied (20%), neither satisfied nor dissatisfied (17.6%) and highly dissatisfied (8.4%).

The table portrays that a high percentage of the users (28.9%) have satisfied with reference books, followed by dissatisfied (21.7%), highly satisfied (18.3%), neither satisfied nor dissatisfied (17.9%) and highly dissatisfied (13.2%). It is noticed from table that a high percentage of the users (32.4%) have satisfied with Fiction/Novels, followed by neither satisfied nor dissatisfied (23.7%), highly satisfied (19.6%), dissatisfied (18.9%) and highly dissatisfied (5.4%).

6.5 Library services

A question has been asked to the users to know the level of satisfaction with various library services

available. The replies given by them are shown in Table - 5.

Table - 5
Level of satisfaction on library services available

Satisfaction level	HS	S	NS DS	DS	HDS	Total
Circulation Service	132 (17.1)	244 (31.5)	167 (21.6)	168 (21.7)	63 (8.1)	774 (100)
Reference Service	149 (15.6)	316 (33.0)	238 (24.8)	169 (17.6)	86 (9.0)	958 (100)
Current Awareness Service	197 (23.1)	286 (33.5)	195 (22.8)	135 (15.8)	41 (4.8)	854 (100)
ILL (Inter Library Loan)	6 (13.3)	14 (31.1)	9 (20.0)	13 (28.9)	3 (6.7)	45 (100)
Indexing & Abstracting	60 (21.3)	84 (29.8)	85 (30.1)	48 (17.0)	5 (1.8)	282 (100)
Bibliographic Service	41 (13.9)	107 (36.4)	83 (28.2)	52 (17.7)	11 (3.7)	294 (100)
Online Service	6 (8.7)	14 (20.3)	16 (23.2)	22 (31.9)	11 (15.9)	69 (100)
Reprography Service	40 (18.7)	57 (26.6)	53 (24.8)	48 (22.4)	16 (7.5)	214 (100)
Children Literacy Service	130 (14.8)	300 (34.2)	189 (21.5)	189 (21.5)	70 (8.0)	878 (100)

(Note: HS = Highly Satisfied S= Satisfied NS DS= Neither Satisfied Nor Dissatisfied DS= Dissatisfied HDS= Highly Dissatisfied)

Table - 5 shows, a high percentage of users (31.5%) replied that they have satisfied with the circulation service, followed by dissatisfied (21.7%), neither satisfied nor dissatisfied (21.6%), highly satisfied (17.1%) and the highly dissatisfied (8.1%). It is also evident from the table, a high percentage of the users (33%) have satisfied with reference service followed by neither satisfied nor dissatisfied (24.8%), dissatisfied (17.6%), highly satisfied (15.6%) and the highly dissatisfied (9%).

The table shows, a high percentage of the users (33.5%) have satisfied with the current awareness service, followed by highly satisfied (23.1%), neither satisfied nor dissatisfied (22.8%), dissatisfied (15.8%) and highly dissatisfied (4.8%). The table portrays, a high percentage of the users (31.1%) have satisfied with inter library loan service followed by dissatisfied (28.9%), neither satisfied nor dissatisfied (20%), highly satisfied (13.3%) and the highly dissatisfied (6.7%).

It is noticed from table, a high percentage of the users (30.1%) have neither satisfied nor dissatisfied with indexing and abstracting service followed by satisfied (29.8%), highly satisfied (21.3%), dissatisfied (17.7%) and highly dissatisfied (1.8%). The table depicts, a high percentage of the users (36.4%) have satisfied with the bibliographic service followed by neither satisfied nor dissatisfied (28.2%), dissatisfied (17.7%), highly satisfied (13.9%) and highly dissatisfied (3.7%).

The table elucidates, a high percentage of the users (31.9%) have dissatisfied with online service followed by neither satisfied nor dissatisfied (23.2%), satisfied (20.3%), highly dissatisfied (15.9%) and highly satisfied (8.7%). It is obvious from the table, a high percentage of the users (26.6%) have satisfied with reprography service followed by neither satisfied nor dissatisfied (24.8%), dissatisfied (22.4%), highly satisfied (18.7%) and highly dissatisfied (7.5%).

It is also evident from the table, a high percentage of the users (34.2%) have satisfied with children literacy service followed by neither satisfied nor dissatisfied (21.5%), highly satisfied (14.8%) and highly dissatisfied (8%).

6.6 ICT Facilities

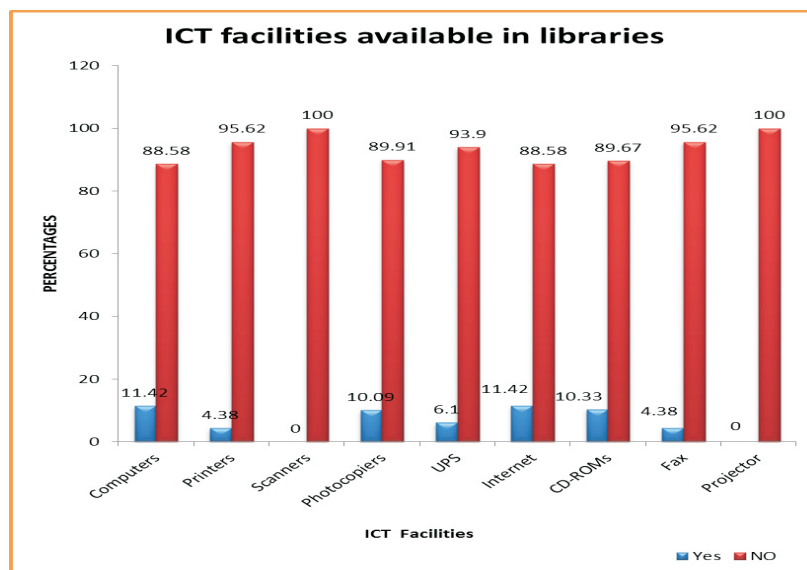
A question has been asked to the users to know the Information and Communication Technology (ICT) facilities available in their respective libraries. The replies given by them are shown in Table – 6 and Figure – 2.

Table – 6
ICT facilities available in libraries

Reply	Computers	Printers	Scanners	Photocopiers	UPS	Internet	CD-ROMs	Television	LCD Projector
Yes	146 (11.4)	56 (4.4)	0 (0.00)	129 (10.1)	78 (6.1)	146 (11.4)	132 (10.3)	56 (4.4)	0 (0.00)
No	1132 (88.6)	1222 (95.6)	1278 (100)	1149 (89.9)	1200 (93.9)	1132 (88.6)	1146 (89.7)	1222 (95.6)	1278 (100)
Total	1278 (100)	1278 (100)	1278 (100)	1278 (100)	1278 (100)	1278 (100)	1278 (100)	1278 (100)	1278 (100)

Table – 6 shows, a high percentage of the users (88.6%) replied that computers are not available in the libraries, followed by Printers (95.6%), Photocopiers (89.9%), UPS (93.9%), Internet (88.6%), CD-ROMs (89.7%) and Television (95.6%). All the users replied scanners and LCD Projectors are not available in their libraries.

Figure - 2



6.7 Physical Facilities

A question has been asked to the users to know the level of satisfaction with regarding to the physical facilities available in their respective libraries. The replies given by them are shown in Table - 7.

Table - 7
Level of satisfaction on physical facilities in the libraries

Physical facilities	HS	S	NS DS	DS	HDS	Total
Seating capacity	164 (12.8)	341 (26.7)	278 (21.8)	324 (25.4)	171 (13.4)	1278 (100)
Lighting and Ventilation	203 (15.9)	345 (27.0)	242 (18.9)	330 (25.8)	158 (12.4)	1278 (100)
Furniture (Tables and Chairs)	174 (13.6)	402 (31.5)	214 (16.7)	326 (25.5)	162 (12.7)	1278 (100)
Drinking Water	153 (14.0)	339 (31.1)	240 (22.0)	247 (22.7)	110 (10.1)	1089 (100)
Parking Area	68 (7.5)	308 (34.0)	251 (27.7)	206 (22.7)	73 (8.1)	906 (100)
Sanitation /Toilets	51 (10.4)	151 (30.8)	144 (29.4)	101 (20.6)	43 (8.8)	490 (100)

(Note: HS = Highly Satisfied S= Satisfied NS DS= Neither Satisfied Nor Dissatisfied DS= Dissatisfied
HDS= Highly Dissatisfied)

It is evident from Table - 7 that over a forth of users (26.7%) have satisfied with the seating capacity in library physical facilities, followed by dissatisfied (25.4%), neither satisfied nor dissatisfied (21.8%), highly dissatisfied (13.4%) and highly satisfied (12.8%). The table portrays, a high percentage of the users (27%) have satisfied with lighting and ventilation, followed by dissatisfied (25.8%), neither satisfied nor dissatisfied (18.9%), highly satisfied (15.9%) and highly dissatisfied (12.4%).

The table shows, a high percentage of the users (31.5%) have satisfied with furniture followed by dissatisfied (25.5%), neither satisfied nor dissatisfied (16.7%), highly satisfied (13.6%) and highly dissatisfied (12.7%). It is obvious from the table, a high percentage of the users (31.1%) have satisfied with drinking water followed by dissatisfied (22.7%), neither satisfied nor dissatisfied (22%), highly satisfied (14%) and highly dissatisfied (10.1%).

The table depicts, over a third of the users (34%) have satisfied with library parking area, followed by neither satisfied nor dissatisfied (22.7%), highly dissatisfied (8.1%) and highly satisfied (7.5%). The table shows, a high percentage of the users (30.8%) have satisfied with sanitation/toilets, followed by neither satisfied nor dissatisfied (29.4%), dissatisfied (20.6%), highly satisfied (10.4%) and highly dissatisfied (8.8%).

7. MAJOR FINDINGS

The following are the findings of the study:

- 1.A high percent of the users (41.1%) visit the library occasionally.
- 2.A high percentage of them (45.9%) are visiting the library for the purpose of reading news papers and magazines.
- 3.The frequently used collections in the libraries are news papers and magazines (47.4%), reference books (36.6%), children books (34%), competitive examinations books (31.7%), fiction/novels (31.1%) and textbooks (28.6%).
- 4.Nearly half of the users are either highly satisfied or satisfied with various collections of public libraries. Majority of the users or either highly satisfied or satisfied with current awareness service (56.6%), Indexing and abstracting service (50.3%).
- 5.Most of the users are expressed the unavailability of ICT facilities in public libraries.
- 6.A high percentage of users are either highly satisfied or satisfied with seating capacity (39.5%), lighting and ventilation (42.9%), furniture (45.1%), drinking water (45.1%), parking area (41.5%) and sanitation/toilets (41.2%).

8. SUGGESTIONS

The following suggestions made by the made by the investigation:

- Only 28.32% of users' visit library daily. Around forty six per cent of the users visit the library for the purpose of reading newspapers and magazines only. Hence, the users should be motivated by the library authorities to inculcate reading habit among the users.
- Majority of the respondents (45.93%) visit library for the purpose of reading newspapers and magazines. Hence, the users should be motivated by the library authorities to consult other library resources. Zilla Ghrandhalaya Samstha should acquire ICT infrastructure facilities to provide online resources to the users. Govt. of A.P also should acquire ICT and physical facilities and other reading materials in public libraries.
- It is necessary to make the users for maximum utilization of the resources in the libraries. To create awareness among the users to use ICT facilities and the reading materials to the maximum extent. Hence, should be increasing the ICT facilities in the public libraries.
- Majority of the users in public libraries are not satisfied with the circulation service and reference service. Hence, the library authorities should take necessary steps to improve the circulation service for providing computerized transactions in the libraries.
- Physical facilities like reading room, chairs, tables, book racks should be provided sufficiently. Proper lighting, ventilation, good drinking water and better toilet facilities are to be provided. care should be taken on cleanliness and sanitation. Necessary sanitary material should be supplied at regular intervals in order to organize the accumulated collection.

9. CONCLUSION

Public libraries are playing in important role in serving the information needs of all kinds of public. They are logging behind in their collection, financial resources, manpower, infrastructural facilities and ICT facilities. The Public libraries should be developed by providing adequate funds and manpower by the government, for improving the quality services on par with the libraries existing in the developed countries.

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