Research Papers

A SURVEY ON USE OF LIBRARY SOURCES AND SERVICES OF DISTRICT CENTRAL LIBRARY, KADAPA.

SADU RANGANADHAM AND E. BALAJI PRASADA RAO

Department of Library and Information Science, Sri Venkateswara University, Tirupati .
Andhra Pradesh, India.
Research Scholar , Department of Library and Information Science,
Sri Venkateswara University, Tirupati . Andhra Pradesh, India.

Abstract

The data for this study is collected by way of distributing questionnaires to the users of the District Central Library, Kadapa, A.P. seventy five questionnaires were distributed to the regular users of the library and sufficient time was given to them to answer and respond. Out of 75, the investigator could collect only 50 filled questionnaires. The data was analysed and depicted in Tables as shown under.

KEYWORDS :

Library sources, Services, District central library, Kadapa.

INTRODUCTION:

Library has been regarded as a store house of knowledge and a living pool of culture. Its main objective is to provide right information to the right user at the right time. The concept of present library is not only being considered as an information centre but also acts as a institute of self education. It offers wide range of services viz lending service, interlibrary loan, reference service, bibliography service, reprographic service and training and guidance in the use of the library. According to Dr. Kyle "library preserves knowledge so that none is lost, organizes knowledge so that none is wasted, makes knowledge available so that no one need deprived". The origin of libraries can be traced out along with the development of civilization. A deep into history of libraries from the remote past to the present day indicates that the library has been playing vital role in the life of people. In fact library not only preserves the knowledge of the past, for posterity, but also reflects a country's cultural heritage by transmitting the preserved culture from generation to generation. With the change in time, the concept and use of library has been changed. Now-a-days the library is not merely a store house wherein books are collected and lent for use. The libraries have much more responsibility in the modern society. It is a social institution, serving the society for the cause of its social, cultural, educational, intellectual and physical enlistment. Communication of knowledge has become very important for growth and development of modern society. It is very difficult for any individual to get aware of all the developments in his own and relative fields without the help of libraries.

2. DISTRICT CENTRAL LIBRARY, KADAPA

The District Central Library of Kadapa was established on 1st April 1965, to provide library services to the people of Kadapa District. A number of educational institutions are situated in Kadapa i.e.,

one University,   Degree Colleges, Junior Colleges,   B.Ed Colleges , considerable number of High Schools, Primary and Secondary Schools and also Technical Institutions. The District Central Library, Kadapa has own building. As it was located in the middle of the town, it is convenient for all types of readers. The library has one textbook collection room, one reference room and book issuing counter. They are located in the ground floor. Newspapers and periodicals section is accommodated in the first floor. Catalogue cabinets are kept in reference room. A new building is under construction to support the library to extend its services. The library has 45 steel and wooden racks for shelving books and 30 wooden catalogue cabinets and 220 chairs (Wooden and Iron), 30 tables and 13 benches. It also has 28 almars to keep the office records. The library also has two film projects, three record players, 30 records, three T.V. sets and one globe. Out of its total staff strength, two of them are professionals. Three members are semi professionals and the remaining are non-professionals. The present staff is sufficient to maintain the library and its services. Deputy librarian and two non-professional staff are maintaining reference section. The assistant librarian and three attenders are doing lending work. The remaining non-professionals along with one attender are doing the work relating to periodical section. One attender is in charge of textbooks section. The total book stock of the library as on 20-12-2012 is 60,384. The library subscribes to 60 periodicals. Among them, 10 are dailies and the remaining are periodicals. Back volumes of important periodicals were bound. A competitive examinations cell (i.e., textbooks section) was opened in 1985. a collection of 3276 books were kept in this section. During the year 2011-2012, 6,253 readers used this facility.

All are eligible to become registered borrowers of the library. A member has to pay Rs. 50/- for book lending. Only fiction and non-fiction books are given on lending. The deposited amount is refundable if a reader wants with draw his membership. The borrowers can keep a book for a period of 15 days with him. Over due charges are collected, if a barrower keeps a book for more than 15 days with him. As on 20-12-2012, the registered borrowers of the library are 6,238. Out of these 549 female borrowers.

3. REVIEW OF LITERATUE

Chang and Hisieh (1996) explain that public libraries, with well established library systems, have flourished in Taiwan during the past four decades owing to economic prosperity. They point out that despite this, less than one-tenths of the population in the community served by these libraries has registered as library users. Suggests that this relatively low level use of by customers may be due to lack of awareness of the services that the public library has to offer. They propose an effective approach to designing marketing strategies to incorporate marketing channels, corresponding communications messages and services quality dimensions, in order to promote the use of library services and to change the use pattern of current customers. Heitzman and Asundi (2000) describe the development of the public library system in the state of Karnataka, by conducting several exercises in evaluating the system. After outlining the system in the rural district of Chikkamagalur they concentrate on the city of Bangalore. Qualitative and quantitative survey data portray the demographics of the library users, their information needs, their rating of library materials, facilities and the library staff and the relationship between their evaluations and the preliminary stages of automation. Analysis focuses on issues of age, gender trajectories of career development and the rural-urban divide in determining the future planning of the system.

4. OBJECTIVES OF THE STUDY

The objectives of the present study are:

1.To evaluate use of various sources of information and services available in the library.
2.To find out the ways and methods adopted by users in approaching to the information sources.
3.To find out the nature of central library and;
4.To find out the various physical facilities available to the users.

5. METHODOLOGY

The survey method was used in this study. Question tool was used to collect data from the students. 75 questionnaires were distributed to the users following simple random sampling method. The researcher received 50 questionnaires out of 75. After collecting data required for the study, the data was analyzed and interpreted in the form of Tables.

6. ANALYSIS AND INTERPRETATION OF DATA

6.1. ADEQUACY OF LIBRARY COLLLECTION

The distribution of users according to their opinions regarding the adequacy of library collection is shown in Table 6.1.

Table 6.1
Users Opinion on Adequacy of the Collection

Opinion	Users	
	Number	Percentage (%)
Yes	35	70
No	15	30
Total	**50**	**100**

It is evident from Table 6.1 that most the users 70% expressed that the inadequacy of collection is making them to use other libraries apart from the present library. Thirty percent of them replied negatively in this regard.

6.2. GATHERING READINGMATERIALS

The distribution of users according to the ways of gathering reading materials not available in the library is shown in Table 6.2.

Table 6.2
Ways of gathering reading materials not available in the library

S. No.	Method	Users	
		Number	Percentage (%)
1	Inter Library Loan	0	0
2	Visiting other library	16	32
3	Borrowing from colleague/ friend	28	56
4	Other methods	6	12
	Total	**50**	**100**

It reveals 6.2 that no user is gathering information through inter-library loan method. Majority of the respondents i.e., 56% are gathering required information from their friends or colleagues. Considerable percentage of respondents i.e., 32% are using other libraries in the town for their requirements. Some readers i.e., 12% are using other methods.

6.3. PERSONAL COLLECTION

The distribution of users according to possessing of personal collection is shown in Table 6.3.

Table 6.3
Personal Library Collection

Response	Users	
	Number	Percentage (%)
Yes	18	36
No	32	64
Total	**50**	**100**

Table 6.3 reveals that only (36%) of the respondents are having their own collection. Most of them (64%) do not have any personal collection.

6.4. ACQUISITION OF BOOKS SUGGESTED BY READERS

The distribution of users according to acquisition of books suggested by the users is a shown in Table 6.4.

Table 6.4
Acquisition of Books Suggested by Readers

Response	Users	
	Number	Percentage (%)
Yes	17	34
No	33	66
Total	**50**	**100**

It is evident from Table 6.4 that most of the users (66%) replied that the library has not acquired all the titles suggested by them and the remaining (34%) replied positively.

6.5. FREQUENCY OF CONSULTATION OF BOOKS

The distribution of users according to frequency of books is a shown in Table 5.5.

Table 6.5
Frequency of Consultation of Books

S. No.	Duration	Users	
		Number	Percentage (%)
1	Once or more than once a day	12	24
2	2-3 times in a week	16	32
3	Once in a week	10	20
4	Twice in a month	12	24
	Total	**50**	**100**

The frequency of consultation gives a clue to the reliability of the opinion expressed by the users regarding adequacy. It is from this point of view that the readers were asked to mention the frequency of consultation of books. It is evident from Table 6.5 that 24% of users are consulting books once a day. Thirty two percent of them are consulting books 2 to 3 times in week. 20% of them are consulting books once in a week and remaining of them 24% were consulting books twice in a month.

6.6. DIFFICULTY IN GETTING THE REFERENCE MATERIAL

The distribution of users according to their difficulty in getting the reference material is shown in Table 6.6.

Table 6.6
Difficulty in Getting the Reference Material

Response	Users	
	Number	Percentage (%)
Yes	16	32
No	34	68
Total	50	100

It is obvious of Table 6.6 that the majority of the respondents i.e., 68% are not facing my difficulty in getting required reference material. Only 32% respondents expressed that they are facing difficulty in getting required reference material.

The respondents, who face difficulty in getting reference materials expressed that the materials were not arranged properly. They also expressed that there is a lack of assistance from library staff.

6.7. ADEQUACY OF REFERENCE COLLECTION

The distribution of users according to the adequacy of reference collection is shown in Table 6.7.

Table 6.7
Users Opinion on the Adequacy of Reference Collection

Response	Users	
	Number	Percentage (%)
Yes	39	78
No	11	22
Total	50	100

Table 6.7 reveals that the opinion on adequacy, 78% of users expressed that the reference collection is adequate and 22%v replied that the collection is inadequate.

Respondents who expressed inadequacy of reference materials suggested the following titles for purchase.

Mc. Grew Hill Encyclopedia of Science and Technology.
International Encyclopedia of Social Sciences.
Oxford English Dictionary.

6.8. CONSULTATION OF LIBRARY CATALOGUE

The distribution of users according to consultation of library catalogue is shown in Table 6.8.

Table 6.8
Number of Users Consulting Catalogue

Response	Users	
	Number	**Percentage (%)**
Yes	35	70
No	15	30
Total	**50**	**100**

Table 6.8 shows that 70% of the respondents consult the catalogue first, before searching for a document. The remaining 30% replied negatively. That means they go to shelves directly without consulting the catalogue.

6.8.1. GETTING REQUIRED INFORMATION FROM CATALOGUE

The distribution of users according to the getting of required information from catalogue is shown in Table 6.8.1.

Table 6.8.1
Getting the Required Information from the Catalogue

Response	Users	
	Number	**Percentage (%)**
Yes	35	87.5
No	5	12.5
Total	**40**	**100**

In the sum of 40 respondents which are consulting catalogue, 87.5% are expressing the opinion that they get the required information from the catalogue. The remaining 12.5% felt that the catalogue does not provide from the information they need.

6.9. CLASSIFICATION SCHEME

The distribution of users according to the understanding of the classification scheme is shown in Table 5.9.

Table 6.9
Opinion about Classification Scheme

Response	Users	
	Number	**Percentage (%)**
Yes	38	76
No	12	24
Total	**50**	**100**

It is evident from the above Table 5.9 that 76% of respondents have understood the classification scheme followed and remaining of them 24% replied that they do not understand the classification scheme.

6.10. SATISFACTION WITH BIBLIOGRAPHICAL SERVICE

The distribution of users according to their satisfaction with bibliographical services is shown in Table 6.10.

Table 6.10
Satisfaction with Bibliographical Services

Response	Users	
	Number	Percentage (%)
Yes	42	84
No	8	16
Total	**50**	**100**

From the Table 6.10, it is evident that 84% of the respondents of district central library, Kadapa are satisfied with bibliographical services and the remaining 16% are not satisfied. Hence, it can be concluded that most of the users are satisfied with the bibliographical services.

6.11. SATISFACTION WITH INTER LIBRARY LOAN

The distribution of users according to their satisfaction with interlibrary loan services is shown in Table 6.11.

Table 6.11
Satisfaction of Users with Interlibrary Loan Service

Response	Users	
	Number	Percentage (%)
Yes	45	90
No	5	10
Total	**50**	**100**

It is evident from Table 5.11 that majority of the users 90% are satisfied with inter-library loan service and the remaining 10% of them are not satisfied in this regard.

6.12. PROVISON OF REPOGRAPHIC SERVICE

The distribution of users according to their replies with regard to offering of reprographic service by the library is shown in Table 6.12.

Table 6.12
Provision of Reprographic Service

Response	Users	
	Number	Percentage (%)
Yes	38	76
No	12	24
Total	**50**	**100**

It is evident from Table 6.12 that most of the users 76% replied that the library is offering reprographic service. The remaining 24% gave a negatively.

6.13. NECESSITY OF REPOGRAPHIC SERVICE

The distribution of users according to their replies with regard to the necessity of reprographic service is presented in Table 6.13.

Table 6.13
Necessity of Reprographic Service

Response	Users	
	Number	Percentage (%)
Yes	36	72
No	14	28
Total	**50**	**100**

It is evident from Table 6.13 that majority of users 72% replied that reprographic service is necessary. The remaining 28% gave a negative reply in this regard.

6.14. NUMBER OF REFERENCE QUESTIONS ASKED

The distribution of users according to the number of reference questions asked is shown in Table 6.14.

Table 6.14
Number of Reference Questions Asked

No. of questions	Users	
	Number	Percentage (%)
2	20	40
4	12	24
5	8	16
Nil	10	20
Total	**50**	**100**

It is obvious from Table 6.14 that 40% of users asked two reference questions on an average per month. Twenty percent of them did not ask any questions. It is also evident from the table that 24% asked 4 questions and the remaining of them 16% asked 5 questions.

6.15. READING NEWSPAPERS

The distribution of users according to reading newspapers is shown in Table 5.15.

Table 6.15
Reading Newspapers

Response	Users	
	Number	Percentage (%)
Yes	48	96
No	2	4
Total	**50**	**100**

From the Table 5.15 it is evident that most of the respondents 96% read newspapers. But 4% of respondents do not read news papers.

6.16. SATISFACTION WITH THE NUMBER OF NEWSPAPERS SUBSCRIBED

The distribution of users according to their satisfaction with the number of newspapers subscribed is shown in Table 6.16.

Table 6.16
Satisfaction with the Number of Newspapers Subscribed by the Library

Response	Users	
	Number	Percentage (%)
Yes	45	90
No	5	10
Total	**50**	**100**

Table 6.16 shows that majority of respondents 90% are satisfied with the number of newspapers subscribed by the library. The remaining 10% are not satisfied in this regard.

6.17. NEWSPAPERS READ

Table 6.17 shows that the newspapers read by the users of district central library, Kadapa.

Table 6.17
Newspapers Read by Users in District Central Library

Response	Users	
	Number	Percentage (%)
EENADU	16	32
ANDHRA JYOTHI	14	28
SAKHI	7	14
VARTHA	4	8
HINDU	4	8
TIMES OF INDIA	5	10
Total	**50**	**100**

It is evident from Table 6.17 that 32% of the users are reading Eenadu, followed by Andhra Jyothi 28%, Sakshi 14%, Vartha 8%, Hindu 8% and remaining of them Times of India 10%. The analysis reveals that users prefer to read news paper to read in their mother tongue.

6.17. OBSOLETE MATERIALS

The distribution of users according to their opinions with regard to availability of obsolete materials in the library is shown in Table 6.18.

Table 6.18
Users Opinion with Regard to Obsolete Materials

Response	Users	
	Number	Percentage (%)
Yes	35	70
No	15	30
Total	**50**	**100**

It can be seen from Table 6.18 that most of the users 70% found that obsolete materials are available in the library. The remaining 30% gave a negative reply in this regard.

6.19. USERS OPINION ON LIBRARY COLLECTION

The distribution of users according to their opinions on library collection is shown in Table 6.19.

Table 6.19
Opinion of Users on Library Collection

Response	Users	
	Number	Percentage (%)
Good	30	60
Average	12	24
Poor	8	16
Total	**50**	**100**

It is clear from the Table 6.19 shows that most of the users 60% replied that the collection is good, followed by Twenty four percent of them replied that the collection is sufficient and remaining of them 16% are gave reply poor.

7. CONCLUSIONS

1.Most of the users 70% expressed that the inadequacy of library collection is making of them to visit other libraries.
2.A considerable percentage of users 56% are gathering information friends and colleagues.
3.Majority of the users 64% do not posses personal collection.
4.Majority of the users 66% expressed that the library is not acquiring the books suggested by them.
5.Most of the users 68% are facing difficulty in getting required reference materials from the library.
6.Most of the users 78% expressed that the reference collections is adequate for their needs.
7.Most of the users 70% expressed that they consult the catalogue first while searching a book.
8.Most of the users 76% replied that they understood the classification scheme that is followed in the library.
9.Most of the users 84% are satisfied with bibliographical service.
10.Most of the users 90% are satisfied with interlibrary loan service.
11.Most of the users 76% replied that the library is offering reprographic service. Most of them 72% are also replied that this service is necessary.
12.Most of the users 96% read newspapers. Most of them 32% are reading Eenadu Newspaper.
13.Most of the users 90% are satisfied with the number of newspapers subscribed by the library.

8. SUGGESTIONS

1.It is necessary to acquire reading material in co-ordination with other libraries of the District, so that the available limited finances may be utilized for the purchase of more number of documents on the specialized subject areas.

2.The District Central Library can also start compilation of union catalogue of holdings of the libraries of Kadapa District to facilitate inter-library loan.

3.The financial assistance should be raised by the Government so as to meet the needs of users as these needs change from time to time.

4.It should also provide certain services like reprographic services, and bibliographical service.

5.If possible the library should be kept open till 10 P.M. to provide service to employees and students who are the best of the library.

6.The library may provide more sitting chairs in the Newspaper and magazines section as the visitors are more in number in this section.

7.The library staff should give orientation to users who visit the library for the first time. This may be done periodically for the effective use of library sources and services.

REFERENCES

1.KAPOOR (RL). Andhra Pradesh Public Libraries Act, 1960. Library Herald. 5; 1962; 81-98.

2.RAJU (AAN). Public Libraries in Andhra Pradesh. ILA Bulletin. 1; 1973; 7-12.

3.INAMDAR (NB). Andhra Pradesh Public Libraries Act, 1960. The Library and Librarian. 1; 1977; 18-27.

4.KAUL (PN). Library Services and Andhra Pradesh. Herald of Library Science. 19; 1980; 62-72.

5.GAUTAM (JN). The role of a modern public library in society. Lucknow Librarian. 26; 1994; 62-65.

6.CHANGE (PL) and HISIEH (PN). Public Library Finance. IASLIC Bulleti., 10; 1996; 1-23.

7.HEITZMAN (J) and ASUNDI (AY). Evaluation of Public Libraries in India: The case of Karnataka. Information Development. 16; 2000; 142-153.

8.KUMBAR (B D). Growth and development of public library system in India with special reference to Karnataka. International Workshop on Democratization of Information: Focus on Libraries. Available at: http://www. nigd. org/ libraries / mumbai/ reports / article-4. Pdf.