

User Study about the Library Services in Central Library of Tirupur District, Tamil Nadu

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Abstract – The public library is a product of modern democracy and a practical demonstration of Democracy's faith in universal education as a life process. By throwing open the mine recorded knowledge for effective use, critical evaluation and exploration, library encourages individuality, variety and dissent within a climate of tolerance and anti-thesis of authoritarianism. It disseminates works of all kinds calculated to promote the life-long education of one and all. Though the diffusion of education, the library strives to enhance the equality and social justice, to promote intellectual freedom and advancement of knowledge, to generate in the young generation a sense of purposefulness and maximum dedication, confidence in themselves and faith in democracy's future.

Keywords: Resources, Collection, Services, User study, User satisfaction level

I. INTRODUCTION

Tirupur district central library was initially established as a branch library in 1959 and it was promoted as a central library in 2010. Now it is having 9 sections including the technical sections in the library. Those are Circulation section, Reference Section, Periodical Section, Reprographic section, Civil Service Section, Internet Section, Women and Child Section, Binding Section, New Book Section. It has 133 branch libraries and mobile library service under this district central library. It covers nearly 150 villages through the service including mobile library service.

II. REVIEW OF LITERATURE

Hui, Wang, (2013); In present society, library's reader service must be based on the needs of teachers and students. Library must organize information resources, carry out

information services, provide reading information and the latest literature information according to the features of teachers and students and know well about the latest knowledge movement. The integrative service of borrowing, reading and reference can facilitate teachers and students' accessing to information. For example, teachers and students will get timely help from the reference librarians in the borrowing area when they require novelty retrieval or information for key projects, and their problems can be resolved quickly. In addition, reference librarians provide service of retrieval, searching and literature transmission in the literature borrowing area to meet the needs of teachers and students to the greatest extent.

Forsman, Daniel (2012); There is a changing definition of library collections, changing business models for owning and accessing materials as well as a shift in the architecture of library systems. As new unified services for libraries, where information resources and systems are merged, there is a need for libraries to re-evaluate the current situation and what led up to it. The process of mapping out the current systems situation, looking at usage statistics and emerging technologies/trends has helped the library in identifying different strategies for facing the next generation of library systems. Libraries looking for a migration path to a library services platform. When mapped out the drawbacks of dealing with multiple information silos and trying to push and pull data between systems is apparent. There is a real need for change based on current workflows.

Taib, Che Azlan; Warokka, Ari; Hilman, Haim(2012): library, as a service provider, is not only focusing on the quality of service but also on the ability to move forward

and adapt to the management of quality. It must meet the expectations of customers who govern the survival of an organization. To meet these challenges, it is recommended that the organization should apply certain quality management system or enforce on a quality assurance. Today libraries are expected to deliver information and services where the users are. Users expect easy to use and platform independent solutions. The modern system architecture based on service oriented architecture (SOA) with open standards and application program interfaces (API) allows an infrastructure where systems and media are consumed as services by libraries.

Islam, Md Shariful; S.M. Zabed Ahmed (2012); The library users identified a number of major constraints in using the libraries. These constraints, however, are mainly related to socio-economic conditions of the rural dwellers and may also affect non-users of these libraries. This study indicated that the library collections require improvements. The purchase of new reading resources should reflect the information needs of the community dwellers. It is also important that the library regularly reviews the community information needs to see the relevance of its collections and services. It is clear from this study that the rural libraries in Bangladesh have been playing a crucial role in their service delivery to communities by providing them with information and learning support.

These libraries do require additional resources and funding so that the rural communities can sustain their learning opportunities. Based on the earlier paper and this subsequent research, the authors expect more and more rural communities in Bangladesh and in other developing countries to establish their rural libraries, either independently or in partnership with development organizations, in order to meet the growing demands for knowledge and information in the rural areas. It is also strongly suggested that the low-cost ICT applications be blended into rural information provision so that the rural communities can fulfil their critical information needs faster and in a more convenient way.

III. OBJECTIVES OF THE STUDY

1. To find out the information seeking behavior of the user;
2. To know about the frequency of visit of the user;

3. To find the types of users in the year;
4. To know about the services provided by the library to the users;
5. To know about the user satisfaction level.

IV. RESEARCH METHODOLOGY

The above objectives are carried out by Survey questionnaires techniques for its data collection. Survey questionnaires are self-administered interviews in which the instructions and questions are sufficiently complete and intelligible for respondents to act as their own interviewers. The questions are simply stated and carefully articulated to accomplish the purpose for which the survey is being conducted. Survey questions typically force respondents to choose from among alternative answers provided or to rank or rate items provided. Such questions enable a simple quantitative analysis of the responses. Surveys can also ask open-ended questions to gather qualitative comments from the respondents.

The questionnaire is consisted of 20 questions. The first seven questions dealt with educational and demographic characteristics. The data were collected on a sample of 100 users of central library of Tirupur district. Questionnaires were personally distributed to the users and were returned with 100% response.

V. DATA ANALYSIS

TABLE I THE GENDER WISE DISTRIBUTION

S.No.	Gender	Respondents	Percentage
1	Male	59	59
2	Female	41	41
	Total	100	100

Table I shows the gender wise distribution of users. It may be seen from the table that majority respondents are male in 59% (59) and the remaining 41% (41) are female respondents.

TABLE II AGE WISE DISTRIBUTION

S.No.	Age	Respondents	Percentage
1	15 - 25	23	26
2	26 - 35	16	16
3	36 - 45	18	18
4	46 - 55	17	22
5	56 - 65	26	26
	Total	100	100

Table II put forward the age wise distribution of the users. The respondents whose age between 56- 25 are in first place in 26%, 15-25 are in second place in 23%, 36-45 are in third place in 18%, 56-65 are in fourth place in 17%, 46- 55 are in fifth place in 16%.

TABLE III FREQUENCY OF VISIT

S.No.	Frequency	Respondents	Percentage
1	Daily	38	38
2	Weekly	28	28
3	Fortnight	22	22
4	Monthly	12	12
	Total	100	100

Table III indicates that the majority 38(38%) of users visited the library every day. The 28 respondents (28%) visited the library once a week. 22 respondent (22%) visited the library fortnightly and 12 respondent (12%) visited monthly.

TABLE IV USAGE OF INFORMATION RESOURCES

S.No.	Respondents	Numbers	Percentage
1	Students	26	26
2	Professionals	21	21
3	Homemakers	25	25
4	Research scholars	17	17
5	Others	11	11
	Total	100	100

Table IV illustrates that the students in first place 26(26%), Home makers in second place 25(25%), professionals in third place 21(21%), Research scholars in fourth place 17(17%), others in fifth place 11(11%).

TABLE V INFORMATION RESOURCE

S.No.	Information Resource	Respondents	percentage
1	Books	46	46
2	Journals	24	24
3	Magazines	13	13
4	Newspapers	15	15
5	Internet	2	2
	Total	100	100

Table V put forward that the most of the users use books as the main resource of information i.e.46%, 24% of users use journals, 15% of users use newspapers as the main resource of information, 13% of users use Magazines as the main resource of information, 2% of users use newspapers as the main resource of information in Central library.

TABLE VI USAGE OF LIBRARY SERVICES

S.No.	Services used	Respondents	Percentage
1	Books Lending Service	24	24
2	Reference Service	18	18
3	Civil Service	18	18
4	Periodical service	14	14
5	Current Awareness Service	08	8
6	SDI service	6	6
7	Index/bibliographic Services	4	4
8	Abstract Services.	4	4
9	Internet Services	2	2
10	Reprographic service	2	2

Table VI illustrates that the most of the respondents (24%) use lending service. Reference service and civil service in second place (18%), periodical service in third place(14%). The other services came in the order consequently.

TABLE VII USER SATISFACTION LEVEL

S.No.	User Satisfaction Level	Respondents	Percentage
1	High	78	78
2	Medium	18	18
3	Low	4	4
	Total	100	100

Table VII put forward that 78% users were highly satisfied about the services given by the central library.18% of user satisfaction level is medium. Only 4% of user satisfaction level is low.

VI. FINDINGS

1. Majority respondents are male (59%) and the remaining 41% are female respondents.
2. Age between 56 – 25 are in first place with 26%, 15 – 25 are in second place with 23%, 36 – 45 are in third place in 18%, 56 – 65 are with fourth place in 17%, 46 – 55 are in fifth place with 16%.
3. Majority 38(38%) of users visited the library every day. The 28 respondents (28%) visited the library once a week. 22 respondent (22%) visited the library fortnightly and 12 respondent (12%) visited monthly.
4. In usage of library, the students in first place 26(26%), Home makers in second place 25(25%), professionals in third place 21(21%), Research scholars in fourth place 17(17%), others in fifth place 11(11%).

5. Most of the users use books as the main resource of information i.e.46%, 24% of users use journals, 15% of users use newspapers as the main resource of information, 13% of users use Magazines as the main resource of information, 2% of users use newspapers as the main resource of information in Central library.
6. Most of the respondents (24%) use lending service. Reference service and civil service in second place (18%), periodical service in third place(14%).
7. Most of the users i.e. 78% users were highly satisfied about the services given by the central library.18% of user satisfaction level is medium. Only 4% of user satisfaction level is low.

VII. CONCLUSION

Since most of the new library members are not familiar with the library collections and services, there should be an orientation programme for them. Library professionals to help the users by disseminating the information in the right time.

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