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## A STUDY ON INFORMATION SEARCHING PATTERN OF THE USERS OF PUBLIC LIBRARIES IN DINDIGUL DISTRICT, TAMILNADU



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### Abstract

*The present study deals with the information searching pattern of the users of public libraries in Dindigul District, Tamilnadu. The study found that 39.2% of the respondents visit to the public library daily. 31.7% of the respondents need a public library in their village /city to get an easy access to any news or information. 41.1 % of the overall respondents who belong to various age groups state that value of journals and books is relevant. 50.5% of the respondents are easy to access the reading materials. 40.5% of the respondents agree that the librarians conduct extension activities on a regular basis. 35.2% of the respondents agree that Library Extension activities encourage the readers' frequency of visit to the library. 24.1% of the respondents cite that the access to photocopy facilities is the main influence of the village library services and it has got the first rank. It is found that a majority of the respondents are satisfied with the Infrastructure of the public library. 29.8% of the respondents strongly agree with satisfaction of the borrowing facilities of the library.*

**Keywords:** Public Library, Information, Information searching pattern, user study

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### Introduction

The vital role the public libraries can play in a country's programmes for development and national reconstruction particularly in areas such as spread of education, dissemination of information, utilization of the leisure time in purposeful activities as well as in programmes for the overall socio-economic development has been accepted and even well demonstrated in developed as well as developing countries all over the world<sup>1</sup>. The public services are to be examined and recorded with

the help of tentative guidelines. It is observed that some changes are required to introduce into the method and content of the library service. First, the public library should become a centre of a full-fledged information and advice bureau, either in coordination with other local information agencies or independently<sup>2</sup>. It has been pointed out "the public library must attempt to serve all the people in its community whatever their needs, rather than serving just those people who happen to like what the library chooses to provide. It should ascertain what services and facilities are wanted by the individuals in its community and provide them<sup>3</sup>.

### **Objectives of the Study**

The following are the main objectives of the study:

- To ascertain the information searching pattern of the users of public libraries in Dindigul District, Tamilnadu.
- To find out the frequency of visit to the public library by the users
- To find out the needs of the public library users
- To get the opinion from the users regarding the value of journals and books
- To know the accessibility of reading materials by the users
- To know the opinion about the statement librarians conduct extension activities on a regular basis
- To know the opinion about the statement Library Extension activities encourage the readers' frequency of visit to the library
- To study the influence of public library services
- To study the Infrastructure of the public library
- To get the opinion from the users regarding the borrowing facilities of the library

### **Research Methodology**

Research is an intensive and purposeful search for knowledge and understanding of social and physical phenomena. Research is a scientific activity undertaken to establish something, a fact, a theory, a principle or an application. It is an academic activity. Research in common parlance refers to a search for knowledge. One can also define research as a scientific and systematic search for pertinent information on a specific topic. Infact, research is an art of scientific investigation. Research as a movement, a movement from the know to the unknown<sup>4</sup>. The present study is a descriptive method. The questionnaires were used to collect the primary data. There are 500 Questionnaires were randomly distributed to the users of public libraries in Dindigul District, Tamilnadu, India for collecting primary data and 477 filled questionnaires were received back by the researchers. The target group of this study includes library users of the six libraries of Dindigul District. A detailed study of six public Libraries of Dindigul District such as 1. Athoor 2. Ammanayakanur 3. Chinnalapatti 4. Panjampatti 5. Sempatti 6. Vakkampatti. Hence 477 questionnaires were used for data analysis and interpretation. The primary data have been collected on August 2016.

## Review of Literature

Fahmi, et al., (2013)<sup>5</sup> viewed an analytical study to discover the attitude towards the rural library services among youths in Malaysia. It also considers that the individual factors might influence attitudes towards the services offered. This is a correlation study in nature, and uses a developed questionnaire to obtain the data needed. A total of 400 respondents among rural youths from 16 selected rural libraries in four states of Peninsular Malaysia were chosen. It is concluded that the rural youths have favorable attitude towards the services offered by local libraries and frequency of attending rural libraries has a positive relationship with attitude towards rural library services

Hawkins, et al., (2001)<sup>6</sup> studied the socio- economic features of the public library users in United Kingdom. The aims of the study were to assess the value of the public library services to the user and to the society, to explore how the approaches developed in USA could be applied in the public libraries of UK and to assess the impact of such approaches. The results indicated that persons in the age group of 25 – 54 used non-fiction books for job- related searches. Adolescents in the age group of 15 – 19 were found using books based on their need for study and career opportunities. Children of pre – school age had limited reading skills and picture books were found to be stimulators of their imagination. Library use was found to fall off after the age of 11 as children were pursuing more social activities, but they used library for study purposes, and reading for pleasure lost its attraction at this age,. Library use among the young adults depended on whether or not the individual was in formal education. Those who were in formal education tended to use the range of services offered by the public libraries.

Islam (2012)<sup>7</sup> conducted focus group discussion to evaluate the library services in northern districts of Bangladesh. The study also highlighted the information needs of rural community. Respondents mentioned that they need information for education, health care, food and nutrition, family planning, agriculture information needs such as information about weather, soil, seeds, fertilizers and pesticides. They mentioned that they also need information about cultivation of vegetables and dairy development. They described that in leisure time they visit their neighbor or friends. They pointed out that they like to read books on poetry, text books, and books on religion, agriculture, poultry, biography and livestock. They were aware of the rural library services and use library for finding needed information.

## Data Analysis and Interpretation

**Table 1: Gender and Age – wise distribution of respondents**

| Particulars |              | No. of Respondents | Percentage |
|-------------|--------------|--------------------|------------|
| Gender      | Male         | 321                | 67.3       |
|             | Female       | 156                | 32.7       |
|             | <b>Total</b> | <b>477</b>         | <b>100</b> |

|            |                |            |            |
|------------|----------------|------------|------------|
| <b>Age</b> | Below 15 Years | 88         | 18.4       |
|            | 16 to 20Years  | 107        | 22.4       |
|            | 21 to 30Years  | 117        | 24.5       |
|            | 31 to 40 Years | 75         | 15.7       |
|            | 41 to 50 Years | 58         | 12.2       |
|            | 51 and above   | 32         | 6.7        |
|            | <b>Total</b>   | <b>477</b> | <b>100</b> |

**Source:** Primary data

Table 1 reveals the gender and age-wise distribution of the respondents. In this study, a majority of 321 (67.3%) respondents come under the male category while 156 (32.7%) respondents are female category. The above table also indicates that among the 477 respondents, a majority of 117 (24.5%) respondents belong to age group between 21 and 30 and it is followed by 107 (22.4%) respondents between 16 and 20 age group, 88 (18.4%) of them between below15 age group, 75 (15.7%) of them between 31 and 40 age group, 58 (12.2%) of them 41and 50 age group and 32 (6.7%) of them 51 and above age group.

**Table 2: Distribution of respondents according to marital status and residential sector**

**Source:** Primary data

| <b>Particulars</b>        |              | <b>No. of Respondents</b> | <b>Percentage</b> |
|---------------------------|--------------|---------------------------|-------------------|
| <b>Marital Status</b>     | Unmarried    | 316                       | 66.2              |
|                           | Married      | 161                       | 33.8              |
|                           | <b>Total</b> | <b>477</b>                | <b>100</b>        |
| <b>Residential sector</b> | Rural        | 298                       | 62.5              |
|                           | Urban        | 179                       | 37.5              |
|                           | <b>Total</b> | <b>477</b>                | <b>100</b>        |

Table 2 describes the distribution of respondents according to marital status and residential sector. In this study, a majority of 316

(66.2%) respondents come under the unmarried category whereas 161 (33.8%) respondents married. The above table also indicates that of the 477 respondents, a majority of 298 (62.5%) respondents come under the rural areas whereas 179 (37.5%) respondents urban areas.

**Table 3: Frequency of visit to the public library by the respondents of marital status**

| <b>S. No</b> | <b>Marital status</b> | <b>Frequency (%)</b> |               |                     |                |               | <b>Total</b> |
|--------------|-----------------------|----------------------|---------------|---------------------|----------------|---------------|--------------|
|              |                       | <b>Daily</b>         | <b>Weekly</b> | <b>Twice a week</b> | <b>Monthly</b> | <b>Rarely</b> |              |
| 1.           | Unmarried             | 94 (29.7)            | 123 (38.9)    | 34 (10.8)           | 27 (8.5)       | 38 (12)       | 316          |
| 2.           | Married               | 93 (57.8)            | 28 (17.4)     | 17 (10.6)           | 12 (7.5)       | 11 (6.8)      | 161          |
|              | <b>Total</b>          | <b>187</b>           | <b>151</b>    | <b>51</b>           | <b>39</b>      | <b>49</b>     | <b>477</b>   |

**Source:** Primary data

Table 3 presents the frequency of visit to the public library by the respondents of marital status. After getting opinion from the respondents of unmarried category, a majority of 123 (38.9%) respondents visit to the library weekly and it is followed by, 94 (29.7%) daily, 34 (10.8%) twice a week, 38 (12%) rarely and 27 (8.5%) monthly respectively. Of the respondents of married category, a majority of 93 (57.8%) respondents visit to the public library daily and it is followed by 28 (17.4%) weekly, 17 (10.6%) twice a week ,12 (7.5%) monthly and 11 (6.8%) rarely respectively. It is

concluded that one third of the married and unmarried respondents visit the public library weekly.

**Table 4: Needs of the Public Library N=477**

| S. No        | Public library needs                             | No. of overall Responses | % of valid Respondents N= 477 | % of overall Responses N=665 | Rank |
|--------------|--|--------------------------|-------------------------------|------------------------------|------|
| 1            | To spend my leisure time usefully                | 101                      | 21.2                          | 15.2                         | 3    |
| 2            | To read comics or literature                     | 45                       | 9.4                           | 6.8                          | 6    |
| 3            | To utilize the internet or computer facilities   | 15                       | 3.1                           | 2.3                          | 8    |
| 4            | To acquire knowledge or education                | 98                       | 20.5                          | 14.7                         | 4    |
| 5            | To know about my kingdom and the world           | 86                       | 18                            | 12.9                         | 5    |
| 6            | To get an easy access to any news or information | 151                      | 31.7                          | 22.7                         | 1    |
| 7            | To gain more general and subject knowledge       | 110                      | 23.1                          | 16.5                         | 2    |
| 8            | To preserve cultural heritage of the country     | 13                       | 2.7                           | 2.0                          | 9    |
| 9            | To ensure the more civilized society             | 34                       | 7.1                           | 5.1                          | 7    |
| 10           | Many other reasons as I know (pi mention)...     | 12                       | 2.5                           | 1.8                          | 10   |
| Total N= 477 |  | 665                      | 139.4                         | 100                          |      |

**Source:** Primary data

Multiple Responses

The above table 4 indicates that among the overall 477 respondents, a majority of 31.7% of the respondents need a public library in their village /city to get an easy access to any news or information, and it has got the first rank while 23.1% to gain more general and subject knowledge and it has got the second rank, 21.2% respondents to spend leisure time usefully and it has got the third rank, 20.5% to acquire knowledge or education and it has got the fourth rank, 18% to know about their kingdom and the world and it has got the fifth rank, 9.4% to read comics or literature and it has got the sixth rank, 7.1% to ensure the more civilized society and it has got the seventh rank, 3.1% to utilize the internet or computer facilities and it has got the eighth rank, 2.7% to preserve cultural heritage of the country and it has got the ninth rank and 1.8% some other reasons and it has got the tenth rank respectively.

**Table 5: Opinion about the value of journals and books by the respondents of various Age groups**

| S. No | Age group      | Opinion   |                     |                 |              | Total N |
|-------|----------------|-----------|---------------------|-----------------|--------------|---------|
|       |                | Relevant  | Moderately relevant | Highly relevant | Not relevant |         |
| 1.    | Below 15 Years | 45 (51.1) | 21 (23.9)           | 13 (14.8)       | 9 (10.2)     | 88      |
| 2.    | 16 to 20 Years | 44 (41.1) | 25 (23.4)           | 17 (15.9)       | 21 (19.6)    | 107     |
| 3.    | 21 to 30 Years | 43 (36.8) | 30 (25.6)           | 23 (19.6)       | 21 (17.9)    | 117     |
| 4.    | 31 to 40 Years | 17 (22.7) | 23 (30.7)           | 15 (20)         | 20 (26.7)    | 75      |
| 5.    | 41 to 50 Years | 30 (51.7) | 12 (20.7)           | -               | 16 (27.6)    | 58      |
| 6.    | 51 and above   | 17 (53.1) | 15 (46.8)           | -               | -            | 32      |
| Total |                | 196       | 126                 | 68              | 87           | 477     |

**Source:** Primary data

Opinion is obtained from the respondents of below 15 years of age group, a majority of 45 (51.1%) respondents opine that the value of the journals and books are relevant and it is followed by 21 (23.9%) of them opine that it is moderately relevant, 13 (14.8%) of them opine that it is highly relevant and 9 (10.2%) not relevant respectively. Of the respondents of 16 to 20 years of age group, a majority of 44 (41.1%) respondents state that the value of the journals and books are relevant and it is followed by 25 (23.4%) of them moderately relevant, 21 (19.6%) not relevant and 17 (15.9%) highly relevant respectively. After getting the opinion from the respondents of 21 to 30 years of age group, a majority of 43 (36.8%) respondents opine that the value of the journals and books are relevant and it is followed by, 30 (25.6%) moderately relevant, 23 (19.6%) highly relevant and 21 (17.9%) not relevant respectively. of the respondents of 31 to 40 years of age group, a majority of 23 (30.7%) respondents opine that the value of the journals and books are moderately relevant and it is followed by 20 (26.7%) of them not relevant, 17 (22.7%) relevant and 15 (20%) highly relevant respectively. Opinion is obtained from the respondents of 41 to 50 years of age group, a majority of 30 (51.7%) respondents opine that the value of the journals and books are relevant and it is followed by 16 (27.6%) not relevant and 12 (20.7%) moderately relevant respectively. Opinion is obtained from the respondents of 51 and above years of age group, a majority of 17 (53.1%) respondents opine that the value of the journals and books are relevant and it is followed by 15 (46.8%) moderately relevant respectively. It is concluded that 41.9 % of the overall respondents who belong to various age groups state that value of journals and books is relevant.

**Table 6: Opinion about the Accessibility  
of Reading Materials by the Respondents of Gender**

**Source:** Primary data

| S. No        | Gender | Opinion (%)    |                       |                         | Total N    |
|--------------|--------|----------------|-----------------------|-------------------------|------------|
|              |        | Easy to access | Fairly easy to access | Not Satisfied to access |            |
| 1.           | Male   | 147 (45.8)     | 53 (16.5)             | 121 (37.7)              | 321        |
| 2.           | Female | 94 (60.3)      | 26 (16.7)             | 36 (23.1)               | 156        |
| <b>Total</b> |        | <b>241</b>     | <b>79</b>             | <b>157</b>              | <b>477</b> |

Table 6 reveals the opinion on the accessibility of the reading materials by the respondents of gender. Among the respondents of male category, a majority of

147 (45.8%) respondents are easy to access the reading materials and it is followed by 121 (37.7%) respondents are not satisfied to access and 53 (16.5%) fairly easy to access respectively. Of the respondents of female category, a majority of 94 (60.3%) respondents are easy to access the reading materials and it is followed by 36 (23.1%) respondents are not satisfied to access and 26 (16.7%) respondents are fairly easy to access respectively.

**Table 7: Opinion about the librarians conduct extension activities on a  
Regular basis by the respondents of gender**

| S. No        | Gender | Opinion (%)    |            |           |           |                   | Total N    |
|--------------|--------|----------------|------------|-----------|-----------|-------------------|------------|
|              |        | Strongly Agree | Agree      | Neutral   | Disagree  | Strongly Disagree |            |
| 1.           | Male   | 23 (7.2)       | 136 (42.4) | 72 (22.4) | 12 (3.7)  | 78 (24.3)         | 321        |
| 2.           | Female | 26 (16.7)      | 57 (36.5)  | 25 (16)   | 27 (17.3) | 21 (13.5)         | 156        |
| <b>Total</b> |        | <b>49</b>      | <b>193</b> | <b>97</b> | <b>39</b> | <b>99</b>         | <b>477</b> |

**Source:** Primary data

Data presented in table 7 discuss the opinion about the librarians conduct extension activities on a regular basis by the respondents of gender. Of the respondents of male category, a majority of 136 (42.4%) respondents agree that the Librarians conduct extension activities on a regular basis and it is followed by 78 (24.3%) of them strongly disagree, 72 (22.4%) do not express any opinion, 23 (7.2%) strongly agree and 12 (3.7%) disagree respectively. Among the respondents of female category, a majority of 57 (36.5%) respondents agree that the Librarians conduct extension activities on a regular basis and it is followed by 27 (17.3%) of them disagree, 26 (16.7%) strongly agree, 25 (16%) do not express any opinion and 21 (13.5%) strongly disagree respectively. Therefore 40.5 of the respondents of male and female category agree with librarians conduct extension activities on a regularly basis.

**Table 8: Opinion on Library Extension activities encourage the readers' frequency of visit to the library by the respondents of income**

| S. No        | Income              | Opinion (%)    |            |           |           |                   | Total N    |
|--------------|---------------------|----------------|------------|-----------|-----------|-------------------|------------|
|              |                     | Strongly Agree | Agree      | Neutral   | Disagree  | Strongly Disagree |            |
| 1.           | Below Rs10,000      | 25 (14.5)      | 56 (32.6)  | 35 (20.3) | 31 (18)   | 25 (14.5)         | 172        |
| 2.           | Rs.11000 - Rs.20000 | 23 (19.2)      | 51 (42.5)  | 18 (15)   | 16 (13.3) | 12 (10)           | 120        |
| 3.           | Rs.21000- Rs.30000  | 13 (14.9)      | 29 (33.3)  | 14 (16.1) | 14 (16.1) | 17 (19.5)         | 87         |
| 4.           | Rs.31000 - Rs.40000 | 6 (10.9)       | 20 (36.4)  | 8 (14.5)  | 11 (20)   | 10 (18.2)         | 55         |
| 5.           | Above Rs.41000      | 8 (18.6)       | 12 (27.9)  | 9 (20.9)  | 6 (14)    | 8 (18.6)          | 43         |
| <b>Total</b> |                     | <b>75</b>      | <b>168</b> | <b>84</b> | <b>78</b> | <b>72</b>         | <b>477</b> |

**Source:** Primary data

It is understood from the table 8 that among the respondents of below Rs.10,000 income level, a majority of 56 (32.6%) respondents agree with Library Extension activities encourage the readers' frequency of visit to the library and it is followed by 35 (20.3%) neutral, 31 (18%) disagree and 25 (14.5%) strongly agree and another 25(14.5%) strongly disagree respectively. Of the respondents of between Rs.11000 and Rs.20000 income level, a majority of 51 (42.5%) respondents agree with Library Extension activities encourage the readers' frequency of visit to the library and it is followed by 23 (19.2%) of them strongly agree, 18 (15%) neutral, 16 (13.3%) disagree and 12 (10%) strongly disagree respectively. Among the respondents of between Rs.21000 and Rs.30000 income level, a majority of 29 (33.3%) respondents agree with Library Extension activities encourage the readers' frequency of visit to the library and it is followed by 17 (19.5%) of them strongly disagree , 14 (16.1%) of them disagree, neutral and 13 (14.9%) strongly agree respectively. Among the respondents of between Rs.31000 and Rs.40000 income level, a majority of 20 (36.4%) respondents agree with Library Extension activities encourage the readers' frequency of visit to the library and it is followed by 11 (20%) of them disagree, 10 (18.2%) of them strongly disagree, 8 (14.5%) neutral and 6 (10.9) strongly agree respectively. Among the respondents of above Rs.41000 income level, a majority of 12 (27.9%) respondents agree with Library Extension activities encourage the readers' frequency of visit to the library and it is followed by

9 (20.9%) of them neutral, 8 (18.6%) of them strongly disagree, 8 (18.6%) strongly agree and 6 (14%) disagree respectively. It is found that more than one fourth of the respondents agree Library Extension activities encourage the readers' frequency of visit to the library.

**Table 9: Opinion about the influence of public library services N=477**

| S. No        | Library services   | No. of Responses | % of valid Respondents N= 477 | % of overall Responses N=674 | Rank |
|--------------|--|------------------|-------------------------------|------------------------------|------|
| 1.           | Access to photocopy facilities   | 115              | 24.1                          | 17.1                         | 1    |
| 2.           | Access to loan facilities (book borrowing)                             | 110              | 23.1                          | 16.3                         | 2    |
| 3.           | Access to journals and serials materials like newspapers and magazines | 82               | 17.2                          | 12.2                         | 3    |
| 4.           | Conducive reading environment  | 60               | 12.6                          | 8.9                          | 6    |
| 5.           | Access to recent and up-to-date library materials                      | 73               | 15.3                          | 10.8                         | 4    |
| 6.           | Access to internet facilities  | 53               | 11.1                          | 7.9                          | 8    |
| 7.           | Access to reference resources  | 71               | 14.9                          | 10.5                         | 5    |
| 8.           | Access to free online/electronic resources                             | 59               | 12.4                          | 8.8                          | 7    |
| 9.           | Helps me to meet my information needs at all times                     | 51               | 10.7                          | 7.6                          | 9    |
| <b>Total</b> |  | <b>674</b>       | <b>139.4</b>                  | <b>100</b>                   |      |

**Source:** Primary data Multiple Responses

Table 9 reveals the opinion about the Influence of the public library services. It is found that among the overall 477 respondents, 24.1% of the respondents cite that the access to photocopy facilities is the main influence of the village library services and it has got the first rank while 23.1% cite that access to loan facilities (book borrowing) and it has got the second rank, 17.2 % access to journals and serials materials like newspapers and magazines and it has got the third rank whereas 15.3% access to recent and up-to-date library materials and it has got the fourth rank. Of the 477 respondents, 14.9% of them cite that access to reference resources of the library is the main influence of the village library services and it has got the fifth rank while 12.6% Conducive reading environment and so on and it has got the sixth rank, 12.4% access to free online/electronic resources and it has got the seventh rank, 11.1% access to internet facilities and it has got the eighth rank and 10.7% helps me to meet my information needs at all times and it has got the ninth rank.

**Table 10: Opinion about the Infrastructure of the public library N=477**

| S. No | Infrastructure Services  | Opinion (%)      |            |             |              |           |
|-------|--------------------------|------------------|------------|-------------|--------------|-----------|
|       |                          | Highly satisfied | Satisfied  | No comments | Dissatisfied | Poor      |
| 1.    | Collections              | 111 (23.3)       | 167 (35)   | 98 (20.5)   | 78 (16.4)    | 23 (4.8)  |
| 2.    | Physical facilities      | 121 (25.4)       | 157 (32.9) | 68 (14.3)   | 59 (12.4)    | 72 (15.1) |
| 3.    | Service of Library staff | 136 (28.5)       | 112 (23.5) | 95 (19.9)   | 72 (15.1)    | 62 (13)   |
| 4.    | Working hours            | 126 (26.4)       | 166 (34.8) | 84 (17.6)   | 52 (10.9)    | 49 (10.3) |
| 5.    | Location of library      | 136 (28.5)       | 141 (29.6) | 79 (16.6)   | 67 (14)      | 54 (11.3) |
| 6.    | Arrangement of Books     | 109 (22.9)       | 118 (24.7) | 123 (25.8)  | 59 (12.4)    | 68 (14.3) |
| 7.    | ICT facility             | 88 (18.4)        | 133 (27.9) | 102 (21.4)  | 98 (20.5)    | 56 (11.7) |
| 8.    | Water and Parking        | 98 (20.5)        | 137 (28.7) | 113 (23.7)  | 87 (18.2)    | 42 (8.8)  |

**Source:** Primary data



It could be understood from the table 10 that among the overall respondents, a majority of 167 (35%) respondents are satisfied with public library collections and it is followed by, 111 (23.3%) respondents are highly satisfied, 98 (20.5%) respondents have not expressed any comments, 78 (16.4%) respondents are dissatisfied and 23 (4.8%) respondents are poor respectively. Of the overall respondents, a majority of 157 (32.9%) respondents are satisfied with physical facilities of public library and it is followed by 121 (25.4%) respondents are highly satisfied, 68 (14.3%) respondents have not expressed any comments, 72 (15.1%) respondents are poor and 59 (12.4%) are dissatisfied respectively. Opinion is obtained from the overall respondents, a majority of 136 (28.5%) respondents are highly satisfied with services of public library staff and it is followed by, 112 (23.5%) respondents are satisfied, 95 (19.9%) respondents have not expressed any comments, 72 (15.1%) respondents are dissatisfied and 62 (13%) respondents are poor respectively. Of the overall respondents, a majority of 166 (34.8%) respondents are satisfied with public library working hours and it is followed by, 126 (26.4%) respondents are highly satisfied, 84 (17.6%) respondents are have not expressed any comments, 52 (10.9%) respondents are dissatisfied and 49 (10.3%) respondents are poor respectively. Among the overall respondents, a majority of 141 (29.6%) respondents are satisfied with location of library and it is followed by, 136 (28.5%) respondents are highly satisfied, 79 (16.6%) respondents have not expressed any comments, 67 (14%) respondents are dissatisfied and 54 (11.3%) respondents are poor respectively. Of the overall respondents, a majority of 123 (25.8%) respondents have not expressed any comments, 118 (24.7%) respondents are satisfied with arrangement of books and it is followed by, 109 (22.9%) respondents are highly satisfied, 68 (14.3%) respondents are poor and 59 (12.4%) respondents are dissatisfied respectively. Among the overall respondents, a majority of 133 (27.9%) respondents are satisfied with ICT facility and it is followed by, 102 (21.4%) respondents have not expressed any comments, 98 (20.5%) respondents are dissatisfied, 88 (18.4%) respondents are highly satisfied and 56 (11.7%) respondents are poor respectively. Of the overall respondents, a majority of 137 (28.7%) respondents are satisfied with water and parking and it is followed by, 113 (23.7%) respondents have not expressed any comments, 98 (20.5%) respondents are highly satisfied, 87 (18.2%) respondents are dissatisfied and 42 (8.8%) respondents are poor respectively.

**Table 11: Opinion about the satisfaction with borrowing facilities of the library by the respondents of gender**

| S. No        | Gender | Opinion (%)    |            |           |           |                   | Total N    |
|--------------|--------|----------------|------------|-----------|-----------|-------------------|------------|
|              |        | Strongly Agree | Agree      | Neutral   | Disagree  | Strongly Disagree |            |
| 1.           | Male   | 87 (27.1)      | 75 (23.4)  | 57 (17.8) | 61 (19)   | 41 (12.8)         | 321        |
| 2.           | Female | 55 (35.3)      | 43 (27.6)  | 24 (15.4) | 22 (14.1) | 12 (7.7)          | 156        |
| <b>Total</b> |        | <b>142</b>     | <b>118</b> | <b>81</b> | <b>83</b> | <b>53</b>         | <b>477</b> |

**Source:** Primary data

Data presented in table 11 reveal the level of satisfaction with the borrowing facilities of the library by the respondents of gender. Of the respondents of male category, a majority of 87 (27.1%) respondents strongly agree that the level of satisfaction with the borrowing facilities of the library and it is followed by 75 (23.4%) of them agree, 57 (17.8%) of them neutral, 61 (19) of them disagree and 41 (12.8%) strongly disagree respectively. Opinion is obtained from the respondents of female category, a majority of 55 (35.3%) respondents strongly agree that the level of satisfaction with borrowing facilities of the library and it is followed by 43 (27.6%) of them agree, 24 (15.4%) neutral 22 (14.1%) disagree and 12 (7.7%) strongly disagree respectively. Therefore more than one third of the respondents of male and female category strongly agree with the level of satisfaction with the borrowing facilities of the library.

### Testing of Hypothesis

#### Null Hypothesis

There is no association between the respondents' gender and their level of satisfaction with the borrowing facilities of the public library.

| Chi-Square Test (SPSS)  |                    |    |                       |
|---|--------------------|----|-----------------------|
|   | Value              | df | Asymp. Sig. (2-sided) |
| Pearson Chi-Square  | 7.328 <sup>a</sup> | 4  | .120                  |
| Likelihood Ratio  | 7.473              | 4  | .113                  |
| Linear-by-Linear Association  | 7.136              | 1  | .008                  |
| N of Valid Cases  | 477                |    |                       |
| a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 17.33. |                    |    |                       |

The above output gives the opinion about the satisfaction with borrowing facilities of the library by the respondents of gender. Pearson's  $\chi^2$  is 7.328 for 4 degrees of freedom, i.e.,  $[(r-1) (c-1)] = [(2-1) (5-1)]$ . The p-value 0.120 is higher than 0.05. The difference is considered not significant. Hence the Null hypothesis is accepted and therefore it is concluded that there is no association between the respondents' gender and their level of satisfaction with the borrowing facilities of the public library.

### Findings

- 67.3% of the respondents come under the male category.
- 24.5% respondents belong to age group between 21 and 30 years.
- 66.2% respondents belong to unmarried category.
- 62.5% respondents come under the rural areas.
- It is found that 39.2% of the respondents visit to the public library daily.
- It is found that 31.7% of the respondents need a public library in their village /city to get an easy access to any news or information.
- It is found that 41.1 % of the overall respondents who belong to various age groups state that value of journals and books is relevant
- It is found that 50.5% of the respondents are easy to access the reading materials.

- It is found that 40.5% of the respondents agree that the librarians conduct extension activities on a regular basis
- It is found that 35.2% of the respondents agree that Library Extension activities encourage the readers' frequency of visit to the library.
- It is found that 24.1% of the respondents cite that the access to photocopy facilities is the main influence of the village library services and it has got the first rank
- It is found that a majority of the respondents are satisfied with the Infrastructure of the public library.
- 29.8% of the respondents strongly agree with satisfaction of the borrowing facilities of the library.
- It is inferred from the Chi-square analysis that there is no association between the respondents' gender and their level of satisfaction with the borrowing facilities of the public library.

### Conclusion

The Public Library services need to be promoted on priority basis. This is possible only if the library professionals are trained in automation; networking, and software handling skills. The public libraries are called people's university. Most of the people those who are unable to procure of information materials for their own and they mainly depending public library. Without using public libraries they cannot achieve anything like academic improvement, general knowledge, job seeking information and knowledge updating etc. The study proves that a majority of the library users are satisfied with accessibility of reading materials, Infrastructure of the public library, Extension activities and borrowing facilities of the library.

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