

## USE PATTERN OF INFORMATION RESOURCES BY CITIZENS IN PUBLIC LIBRARY: A CASE STUDY OF DISTRICT CENTRAL LIBRARY, TUMKUR (KARNATAKA)

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### ABSTRACT:

*An attempt has been made in this paper to take the opinions from the Citizens of Tumkur as the users of District Public Library, Tumkur, Karnataka. Questionnaire based survey method is used to identify the impression of Citizens towards the adequacy of library resources and services utilized by the public. Users are fully satisfied with the present location of the library. Concludes that the collection of the newspapers and books are adequate in comparison to magazines and general reading materials.*

**KEYWORDS:** Public Library, Citizens, Resources.

### INTRODUCTION:

The library is a dynamic institution providing access to digital print information and fostering the lifelong learning skills essential for health and human services professional however, in a world of unprecedented increase of information no library can afford to acquire all the materials necessary to meet all the needs of its users. The high rate of inflation of scientific materials and the trend towards expensive electronic information storage and retrieval; system have further placed libraries in a difficult financial position. The library has embraced new information technologies in order to serve its client etc in the most efficient and cost effectively possible.

### ABOUT TUMKUR:

Karnataka is one of the progressive states in India with growth rate of 8.9% for 2014-15 and is a hub of Information technology industry and R&D institutions. The state is divided into 30 districts, 175 talucks and 745 revenue circles various aspects of public libraries in Karnataka state have already been studied

Tumkur district is located in the southern Karnataka state comprising of tumkur district headquarter and ten talucks, Sira, Pavagada, Madugiri, Kunigal, Koratagere, Tiptur, Turvekere, Gubbi, Chikkanayakanahalli, and tumkur with literacy<sup>i</sup> rate of 75.14%.

monitoring and evaluation of information resources in public libraries and their services is identified as an essential activity by Knowledge commission in its report submitted to prime minister, India<sup>ii</sup> results of the study of use information resources and services in district central library and its branch libraries in Tumkur district Karnataka state are presented in this paper.

### **PUBLIC LIBRARY:**

The Central Library is a beehive of intellectual activities. Since its very inception it has carved a niche for itself in academic, literary and social circles of city beautiful. The library has a regular flow of visitors representing a cross-section of the populace of this region. Students, bureaucrats, doctors, engineers, children flock to the library as it affords a wide spectrum of books covering a large range of topics. Bibliophiles have a special affinity for it, as the latest books are the earliest to reach this library. The library has given a positive thrust to book-culture and related activities. Central Library caters to the demand of northern sectors and villages of the Tumkur with a network of ten branches, and a mobile van. This library network development has given a new impetus to book culture. People have free access to the quintessential reading material virtually at their doorstep.

The Karnataka Public Library System<sup>iii</sup> was initiated in 1965 under third Five-Year Plan. This was covered under the scheme of Govt. of India. "Promotion of Art and Culture." After reorganization of the state of Karnataka, It came under the control of District commissioner Administration. The liberal grants by the Administration have helped the library grow rapidly to fulfill the divergent demands of the readers. It has a State Library Planning Committee under the Chairmanship of Home and Education Secretary, and Special Secretary Finance cum Director Higher Education is the Vice-Chairman. Eminent educationists and nominee of Raja Ram Mohan Roy Library Foundation are the members. The Committee meets at regular intervals to discuss and suggest policies for the development of library systems. The four-storied impressive library building in green stoned and concrete is based on modern principles of architecture.

### **SERVICES OFFERED BY THE LIBRARY**

- Renewal/ reservation of books on telephone, e-mail
- Bibliographical and documentation services.
- Newspaper clipping services.
- Reprographic services.
- Reading Room.
- CD-ROM/DVD/VCD.
- Gazettes notification of Government.
- Wheelchair facilities for Physically Challenged people.
- Corner for Physically Challenged people.
- Guidance to Library and Information Science students.
- Guidance to UGC-NET aspirants.
- Audio Video Cassette
- Inter Library Loan facility.
- Library Awareness drives.
- Readers clubs
- Monthly display of books on particular topics.
- Mobile Library

**COLLECTION:**

The library has rich collection of 150000+ books. The whole collection has been divided into many generals and special collections arranged according to DDC-23 classification scheme with AACR2 catalogue. Apart from the main general collection the library also maintains a collection of about 700+ braille books. The library subscribes 42 newspapers in English, Hindi, and Kannada languages. The library also subscribes 75 magazines in English, Hindi, Kannada.

**MEMBERSHIP:**

The libraries have around 40,000 registered members till now and of these 6000 are active at present. The library offers lifetime membership which is unique. There is a nominal membership fee. The library has opens to all, but it is set up to cater the needs of the users.

**MEMBERSHIP FEE:**

Actually the membership free to all type of members. The fee is being taken as a security fee and it is fully refundable at the time of surrender of membership to the library.

Sr. No.	Designation	No. of Posts
1	Chief Librarian	1
2	Librarians (College Cadre)	5
3	Library Assistant	9
4	Library Attendants	2
5	Book Binder	2
6	Clerks	1
7	Accountant	1
8	Office Assistant	2
9	Daftri	1
10	Data Entry Operator	1
11	Peon	3

**WORKING HOURS:**

The library remains open seven days a week. Library remains closed on gazetted holidays only.

*Timings are:*

Monday to Friday = 10:00 AM to 7:30 PM

Saturday and Sunday = 10:00 AM to 6:00 PM

**OBJECTIVES OF THE STUDY:**

The main objectives of the study are:

1. To study the various purposes of using the library by citizens;
2. To know the frequency of visit the library;
3. To know the satisfaction of the citizens towards the adequacy of the collection of the library;

4. To know the satisfaction of the citizens towards the adequacy of the library staff whether they are capable to satisfied their needs of information;
5. To study the satisfaction of the citizens towards the library timings;
6. To study the attitudes of citizens towards public library resources and services;
7. To suggest the ways and means for the improvements of the library, its collection and service.

### METHODOLOGY:

There are various methods through which one can collect the relevant data for the study. In this study, questionnaire method was used to collect the adequate facts/data from the users. Most of the questions are closed types. A total 120 number pf questionnaires were distributed but only 110 questionnaires received back in them 10 questionnaires are invalid they were incomplete and thus rejected from the ultimate sample. A completely filled 100 questionnaires were formed the study. To gather more information about the library resources and services, location etc. some of the users were interviewed personally.

### SCOPE OF THE STUDY:

The scope of the present study is confined to citizens. The study is limited to District Public Library Tumkur.

The Karnataka State is one of those few states in the forefront in view of the public library system in the country as a whole. The Department of public libraries in Karnataka has rendered 39 years of salutary service by installing a network of libraries throughout the state. The Department is, by way of offering library facilities striding fast from the capital towards the villages in the direction of evoking an intellectual revolution among the people by instilling in the common man an active interest for reading.

### TABULATION & CLASSIFICATION OF DATA

**Table 1: Age Group of the Respondents**

Age	No of respondents
18-25	39
25-32	18
32-39	11
39 & above	32

The above table shows the Age-wise distribution of respondents. Out of the surveyed 100 respondents, 39 % respondents belong to the age group 18-25 years; 18 % respondents belong to the age group of 25-32 years; and 11 % respondents belong to the age group of 32-39; 32 % of them belong to 39 & Above.

**Table 2: Respondents of Male & Female**

Sex	No of respondents
Male	76
Female	24

Sex is also an important consideration for the study so as to know which of the sex prefer to buy their information. The above study shows that out of the surveyed 100 respondents 76%

of the users were male and the rest 24% of them were female. This reveals that male users are more in number but there are also females who too use.

**Table 3 Occupation wise**

Occupation	No of respondents
Student	34
Service	21
Business	6
Professional	39

Above table also shows that Peoples prefer to use the public library. Out of the surveyed 100 respondents, 6 % or 6 respondents were doing business; 39 % or 39 respondents were doing professional; 21 % or 21 respondents were doing service; and 34 % or 34 respondents were student.

**Table 4: Frequency of Visit to the Library**

Frequency of visit library	No of respondents
occasionally	7
Every Day	47
Once in a week	19
Once in two days	27

Efforts were made to know the frequency of visit to the library by the public and data is presented in table-4. It reveals that the great majority of the users 47(57.72%) make the use of the library once in a day. 19 (8.94%) respondents visit the library in once in a two days, followed by 27 (23.57%) numbers of users once a week and only 7 (9.75%) of them visit the library occasionally.

**Table 5: Usage of Reading Materials**

Types of materials	No of respondents
Biographies	2
Religious Books	12
Encyclopedia	3
Dramas	2
Poetries	26
Fictions	22
General Knowledge Book	29
Economy books	4

The above table present the data related kind of reading materials used by public. The majority of people came to library to gain knowledge (29) after that they use fictions (22) same that they also uses Poetries.

The above table also indicates that citizens are not only interested in recreation but are also keen in updating their knowledge by using the encyclopedia, text books and general knowledge books etc.

**Table 6: Satisfaction of the services**

Recommendation	No of respondents
Yes	87
No	13

The above study reveals that the 87% of the respondents would like providing very good services. And 13% of the respondents told that service would not good.

**Table: 07: Suggestions from the Respondents**

<b>Suggestions</b>	<b>No of respondents</b>
More story books	23
Improve quality of service	27
Improve the general knowledge books	36
Change name public Library to Knowledge centre	14

The respondents were asked to give their suggestions to government. 23% of them suggested to come out with More story books, 27% told to improve quality of service, 36% told to Improve the general knowledge books and surprisingly 14% told to provide Change name public Library to Knowledge centre.

### **SUMMARY OF THE FINDINGS:**

The scientific analysis leads to identify some of the following findings:

1. Majority of the respondents belongs to the age group between 18-25.
2. From the survey, it is found that majority of respondents make use of the library once in a day. It reveals that there are few respondents who visit once in a week.
3. Majority of respondents are fully satisfied with present library working hours. The
4. Library is kept open from 10:00 AM to 7:30 PM is found very much convenient by the citizens.
5. Majority of the respondents are totally satisfied with reading room facility.
6. Majority of respondents are keen interest in reading fictions, followed by classic books.

### **SUGGESTIONS:**

Keeping in the view the opinions given by the users and the analysis of data the following suggestions are offered.

1. To meet the information need and requirement of the public library has to select and acquire books related to their interest which would be very useful to them.
2. There is a heavy demand of reading books by the citizens. Therefore, it is recommended that library should purchase multiple copies of the books or especially classic books.
3. To enhance the use of the reading materials by the users in general and citizens in particular, it is suggested that user education programs should be conducted.
4. Separate section should be avail to public with their related books.
5. Special additional budget should be allotted to enhance library collection development of the books for students.
6. Separate Internet access zone should be allotted to the females.

### **CONCLUSION:**

In India, the population of the elderly is growing rapidly and is emerging as a serious area of concern for the government and the policy planners, i.e., there is an increase in the proportion of the aged vis-à-vis a decrease in the proportion of the young. India now has the second largest aged population in the world. The small-family trend means that fewer working, younger individuals are called upon to care for an increasing number of economically unproductive, elderly persons. The task of looking after the information need of these citizens, who are in need of entertainment literature, is a daunting one for a country where the

majority of the population is barely able to live above the poverty line. One aspect of this library welfare consists in providing affordable and adequate knowledge for the elderly. All the citizens are those who already finish their liabilities but how they entertain personally that time it becomes important to public library to give special attention to the reading interests of the citizen users.

Public libraries in the western countries are providing variety of services, such as Internet services, CD-ROM and web based-services etc. etc. Though such types of services are really unimaginable in the developing country in India, but things are changing slowly, therefore similar type of services and facilities are expected from the public libraries at least in District Central Library, Tumkur district, Karnataka.

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