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An Investigation Of User Satisfaction On Library Resources, Services, And Facilities Of Salem District Central Library, Tamilnadu

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ABSTRACT

The aim of the public library is to satisfy different types of information requirements of different kinds of people. These information requirements are broadly categorized as research and study recreation and spending leisure time with books.

The study found that nearly one third of the respondents finding of materials and information searching in library by seeking help of library staff. Majority of the Male and Female respondents are easy to access the accessibility of reading materials. Majority of the married and unmarried users are good Satisfied with Salem District Central Public library overall Resources and Services.

Keywords: Public Library, Automation, Resources and E-resources, Facilities, Services and User satisfaction.

INTRODUCTION

A Public library serves the public. The Public library is a product of modern democracy. As a lifelong process, it is a practical demonstration of democracy's faith in widespread education. A public library is expected to perform the function of providing for recreation, information, inspiration and education. It serves the local community and is open to public without any peculiarity. In fundamental nature, the function of the public library is to ensure the spread of knowledge, education and cultural to all groups of the population according to their culture, economic and social needs collectively and individually.

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For beneficiary and people working on education technology, the automation library is a support tool of learning in both manners formal and informal. For high technology users of World Wide Web (WWW) the automation library provides the enhancement in performance, organization, usability and functionality.

PROFILE OF SALEM CENTRAL PUBLIC LIBRARY

Salem District Center Library opened on 06.08.1953. Subsequently, the new building was completed on 23.9.1981 with two storied buildings adjacent to the Government Men's Art Gallery. The Central Library is located in the heart of the city of Salem The district library currently has 1.72 lakh books under various titles including 1,17,479 lakh books in Tamil, 51,772 books in English and 3,576 in Hindi. 65 branch libraries, 78 village libraries and one mobile library are located in the Salem district

During the celebration of Library Week 2009, the Hon'ble Minister of Agriculture said that Cherasan Road, which is the district center library, will be known as Central Library Road in the near future.

The Salem Central Public Library offers two locations to serve the Salem community. The Main Library at City Hall is open Tuesday through Sunday and closed on Monday. The West Salem Branch Library is open Monday through Wednesday as well as Friday and Saturday (Closed on Thursday).

Salem Public Library offers so much more than books. Services at two branches include computer labs, meeting rooms and study areas, homework and research help, multimedia collections, the latest online resources, and activities for all ages.

OBJECTIVES OF THE STUDY

- To analyze the use of E- resources Facilities, and Services: User satisfaction by the users of central Public library, Salem district.
- To find out the frequency of visiting the library by the users of central library, Salem district.
- To find out the type of services provided by Salem central district.
- To find out the Purpose to visit the library by the users of central library, Salem district.
- To identify their awareness about Automation library sources.

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REVIEW OF RELATED LITERATURE

Bertot (2006) this section of the report to the American Library Association (ALA) presents national and state data from the survey portion of the 2008-2009 Public Library Funding & Technology Access Study. The 2008-2009 survey also provides longitudinal data. The national survey identified a number of issues related to the current state of public access Internet and computing services provided by public libraries. The following presents selected survey key findings and their implications. The discussion is not exhaustive, but rather, serves to highlight a range of findings and implications that the survey identified.

Bhatt, Sunil (2012) presents the various aspects of total quality management and correlates the importance of it in the library and information sector. Now the library and information sectors have become totally users oriented so the concept of 'customers' satisfaction' also applies here and the basis foundation of total quality management is also associated with this concept, therefore, application of all the techniques of total quality management is essential in libraries to fulfill the users' needs in appropriate manner.

DeMaagd, Chew, Huang, Khan, Sreenivasan and LaRose (2013) presents an overview of methods, findings, issues and implications from the 2008 Public Libraries and the Internet national survey, including comparisons to data from previous studies. Since 1994, these surveys have chronicled the expansion of the Internet as a primary library service. The 2008 survey includes key data about the many facets of public libraries as community Internet access, training, and service centers, from the number of workstations and connection speeds available to the most common Internet services and training. The findings from the 2008 survey reveal impacts of the global recession on public libraries and their ability to meet the needs and expectations of patrons, communities, and all levels of government.

Duren, Petra (2012) focused the quality management is one of the management challenges in libraries. The quality of the service provided makes the difference between academic libraries and other information service providers. There are a variety of quality management projects – mainly in public –libraries in Germany of which some will be introduced in this paper. Best practices in two academic libraries reveal how Total Quality Management (TQM) can be implemented and established in the day-to-day management of libraries successfully. A modern leadership style – for example the transformational leadership – is

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required for the implementation of Quality Management in a library becoming an effective strategic goal and a management philosophy.

Gomathi (2012) carried out a study- User satisfaction of Sources and Services: Special Reference to Public Library in Chidambaram. The main objective of the study was to find out that how users rate the sources and services of Public Library in Chidambaram. A total of 200 questionnaires were randomly distributed to the users of the Chidambaram public library; out of which 195 questionnaires were received back. The study revealed the total number of members of this public library as 13115. It was observed that majority of the respondent's i.e. 49.23% visited the library daily and 43.08% visited the library weekly; 40% of the respondents visited the library for Newspaper Reading 21.03% for Government Examinations, 20% for Subject Information and 18.97% for entertainment. With regard to the satisfaction with the customized services; majority of the respondents were satisfied with all the services i.e. Library hours (52.31%); library staff (48.21%); library facilities (49.23%) and availability of books (53.33%). 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. The study suggested conducting regular surveys to improve the services in library and to increase the long run participation of the users in the library with high level of satisfaction.

Pandeeswaran and Chellappandi (2018) the purpose of present study deal the information use pattern regarding the users of district central library Madurai. it indicates the purpose of regarding, preference of language, form of library collection, assistance from the library staff in the use of resources and services necessary to help users meet their information requirements. The findings are that people are unable to visit the library regularly due to lack or shortage of time, and literature is mostly read by the serious users and magazines and newspapers are the most common forms preferred by the readers. the study found that majority (61.8%) o fusers are male category using the central library, 33 (30%) of the respondents frequency o fusing visit the twice in a week, 24.5% of the respondents are in their under graduate students, 24.5 per cent belong to the occupation and majority of users purpose of visit the library to read newspapers.

METHODOLOGY

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The present study is a survey method using a questionnaire. A total number of 152 Questionnaires were randomly distributed to the users of district central library, Salem District, Tamilnadu and 147 filled questionnaires were received back by the researchers. However, 6 questionnaires were rejected due to incompleteness of answers. Hence selected 141 questionnaires are used for data analysis and interpretation.

ANALYSIS OF DATA

Table 1: Gender and Residing Sector – wise distribution of respondents

Particulars		**No. of Respondents**	**Percentage**
Gender	Male	96	68.09
	Female	45	31.91
Total		**141**	**100**
Residing Sector	Urban	104	73.76
	Rural	37	26.24
Total		**141**	**100**

Source: Primary data

Table 1 shows the gender and age - wise distribution of respondents. In this study, a majority of 96 (68.09%) respondents belong to the category of male whereas 45 (31.91%) respondents belong to the category of female. Hence nearly more than half of the respondents belong to the category of male.

Above table also indicates that a majority of 104 respondents (73.76%) belong to urban area. This is followed by, 37 respondents (26.24%) who belong to rural areas. That is, nearly three fourth of the respondents belong to urban area.

Table 2: Distribution of Marital Status and respondents by residing sector-wise

Particulars		**No. of Respondents**	**Percentage**
Marital Status	Married	72	51.06
	Unmarried	69	48.94
Total		**141**	**100**

Source: Primary data

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Table 2 describes the Marital Status-wise distribution of respondents. In this study, a majority of 72 respondents (51.06%) are married. And it is followed by 69 respondents (48.94%) are Unmarried. Hence more than two fourth of the respondents belong to the category of married who use library and resources.

Table 3: Distribution of Respondents by Educational qualification –wise

S. No	Qualification	No. of Respondents	Percentage
1.	SSLC	9	6.38
2.	HSC	17	12.1
3.	U.G	43	30.5
4.	P.G	21	14.9
5.	M.Phil	24	17
6.	Ph.D	7	4.96
7.	Diploma	6	4.26
8.	Others	14	9.93
Total		**141**	**100**

Source: Primary data

Table 3 describes the Qualification-wise distribution of the respondents. In this study, a majority of 43 (30.5%) of respondents are U.G qualification. This is followed by 24 (17%) of respondents are M.Phil, 21 (14.9%) of respondents are P.G, 17 (12.1%) of respondents belong to HSC, 14 (9.93%) of respondents are some other qualifications, 9 (6.38%) of respondents are SSLC, 7 (4.96%) of respondents are Ph.D and besides cited above all, there are Diploma qualifications also (4.26%). Therefore more than one fourth of the respondents are U.G qualification

Table 4: Purpose of use of library

S. No	Purpose	No. of Respondents	Percentage
1.	Lending books/ Newspaper reading/ collection of study materials	82	58.15
2.	Update to the Knowledge	56	39.71
3.	Job Searching/Career development	28	19.86

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4.	Research Purpose	21	14.89
5.	Entertainment	19	13.47
Total=141			

Source: Primary data

Table 4 describes the purpose of use of library. In this study, a majority of 82 respondents (58.15%) purpose of use of library for Lending books/ Newspaper reading/ collection of study materials. And it is followed by 56 (39.71%) are use for Update to the Knowledge, 28(19.86%) use for Job Searching/Career development, 21(14.89%) use for Research Purpose, 19(13.47%) use for Entertainment. Hence Majority of the respondents purpose of use of library for lending books/ Newspaper reading/ collection of study materials.

Table 5: Frequency of visiting the library by residing sector

S. No	Residing sector	Frequency of Visiting the library (%)					Total N
		Daily	Once in a week	Twice a week	Monthly	Rarely	
1.	Urban	38 (36.54)	26 (25)	14 (13.46)	11 (10.58)	15 (14.42)	104
2.	Rural	11 (29.73)	7 (18.92)	9 (24.32)	4 (10.81)	6 (16.22)	37
Total		**49**	**33**	**23**	**15**	**21**	**141**

Source: Primary data

As seen in table 5 describes the Frequency of visiting the library by Residing sector. In this study, a majority of 38(36.54%) Rural respondents visit the library every day and it is followed by 26 (25%) respondents visit the library once in a week, 15(14.42%) respondents visit the library rarely, 14(13.46%) respondents visit the library twice a week and 11(10.58%) respondents visit the library monthly. This is followed by, a majority of the 11(29.73%) Urban respondents visit the library every day and it is followed by 9(24.32%) respondents visit the library Twice a week, 7(18.92%) respondents visit the library Once in a week, 6(16.22%) respondents visit the library Rarely and 4(10.81%) respondents visit the library Monthly. Hence Majority of the Rural and Urban respondents visit the library every day.

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Table 6: Use of Print resources

S. No	Types of Resources	No. of Respondents	Percentage
1.	General books	62	43.97
2.	Subject books	59	41.84
3.	Newspapers	79	56.03
4.	Employment News paper	44	31.21
5.	Story Books	45	31.91
6.	Journals/ Magazine	53	37.59
7.	Reference Collections	31	21.99
Total N= 141			

Source: Primary data

Table 6 observes the use of print resources in Salem Central Public library. In this study, a majority of 79 respondents (56.03%) preferred to read the Newspapers. This is followed by 62 respondents (43.97%) preferred to read the General books, 59 respondents (41.84%) preferred to read Subject books, 53 respondents (37.59%) preferred to read Journals/ Magazine, 44 respondents (31.21%) preferred to read Employment News paper, 31 respondents (21.99%) preferred to read Reference Collections and 45 respondents (31.91%) preferred to read Story Books. More than two fourth of the respondents preferred to read the Newspapers.

Table 7: Use of Newspapers in Public Library

S. No	Title	No. of Respondents	Percentage
1.	The Hindu	45	31.91
2.	Indian Express	33	23.4
3.	Dinakaran	39	27.66
4.	Dinathanti	63	44.68
5.	Dinamani	27	19.15
6.	Dinamalar	57	40.43
7.	Malaimalar	24	17.02
8.	Others	6	4.26

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Total=141

Source: Primary data

Table 7 observes the use of Newspapers in public library. In this study, a majority 63 respondents (44.68%) preferred to read the Dinathanti. This is followed by 57 respondents (40.43%) preferred to read the Dinamalar, 45 respondents (31.91%) preferred to read The Hindu, 39(27.66%) of the respondents preferred to read Dinakaran, 33(23.4%) of the respondents preferred to read Indian Express, 27(19.15%) of the respondents preferred to read Dinamani, 24(17.02%) of the respondents preferred to read Malaimalar. Besides cited above all, there are some other sources also 6(4.26%). Hence majority of the respondents preferred to read textbooks. Most of the respondents preferred to read Dinathanti

Table 8: Option on use of Browser for online information access

S. No	Option	No. of Respondents	Percentage
1.	Internet Explorer	39	27.66
2.	Opera	12	8.51
3.	Google Chrome	75	53.19
4.	Mozila firefox	24	17.02
5.	Netscape Navigator	7	4.97
6.	Others	5	3.55
Total=141			

Source: Primary data

Table 8 observed the option on use of browser for online information access. In this study, a majority of 75 respondents (53.19%) use Google Chrome for accessing information from Internet and it is followed by 39 respondents (27.66%) use Internet Explorer, 24 respondents (17.02%) use Mozila firefox web browser, 12 respondents (8.51%) use Opera browser, 7 respondents (4.97%) use Netscape navigator browser and 5 respondents (3.55%) use other websites respectively. Therefore more than two fourth of the respondents use Google chrome web browser for accessing information from Internet.

Table 9: Finding of materials by

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S. No	Options	No. of Respondents	Percentage
1.	By seeking help of library staff	44	31.21
2.	By using card catalogue	21	14.89
3.	By using OPAC	32	22.7
4.	By seeking help of friends	15	10.64
5.	By seeking help of colleagues	17	12.06
6.	Any other	12	8.51
Total		**141**	**100**

Source: Primary data

Table 9 observes the finding of materials by the respondents. In this study, a majority of 44(31.21%) respondents report finding of materials and information searching in library by seeking help of library staff, 32(22.7%) report that it by using OPAC, 21(14.89) report that it by using card catalogue, 17(12.06%) by seeking help of colleagues, 12(8.51%) report that any other. Hence nearly one third of the respondents report finding of materials and information searching in library by seeking help of library staff.

Table 10: Opinion about accessibility of reading materials

S. No	Gender	Opinion of accessibility of reading materials			Total N
		Easy to access	Fairly easy to access	Not Satisfied	
1.	Male	62 (64.58)	23 (23.96)	11 (11.46)	96
2.	Female	20 (44.44)	16 (35.56)	9 (20)	45
Total		**94**	**30**	**17**	**141**

Source: Primary data

Table 10 describes the opinion about accessibility of reading materials in libraries by Gender-wiser. In this study, a majority of 62(64.58%) Male respondents report that it is easy to access and it is followed by 23(23.96%) of the respondents report that fairly easy to access and 11(11.46%) report that not satisfied. A majority of 20(44.44%) Female respondents report that it is easy to access and it is followed by 16(35.56%) of the respondents report that fairly easy to

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access and 9(20%) report that not satisfied. Therefore majority of the Male and Female respondents report that it is easy to access the accessibility of reading materials.

Table 11: Chi- square analysis of Marital Status of the respondents and their level of opinion about the Salem Central library overall Resources and Service

S. No.	Marital Status	Opinion about the Central library overall Resources and Services (%)					Total
		Very Good	Good	Satisfactory	Poor	No Comments	
1.	Married	9 (12.5)	21 (29.17)	30 (41.67)	5 (6.94)	7 (9.72)	72
2.	Unmarried	5 (7.25)	34 (49.28)	15 (21.74)	6 (8.70)	9 (13.04)	69
Total		**14**	**55**	**45**	**11**	**16**	**141**

Source: Primary data Chi –square value: 9.497 df=4

Data presented in table 11 discuses the Chi- square analysis of marital status of the respondents and their level of satisfaction of Central library overall Resources and Services. Majority of the married and unmarried respondents are satisfied and good satisfaction of Salem Central library overall Resources and Services

Testing of Hypothesis

Ho: Null Hypothesis

There is no association between the married and unmarried users and their level of opinion about the Salem Central library overall Resources and Services

H1: Alternative Hypothesis

There is an association between the married and unmarried users and their level of opinion about the Salem Central library overall Resources and Services

Chi-Square Summary Result

Chi-Square Calculated Value	Degrees of Freedom	Chi-Square p-value
9.497	5	0.049

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The table p-value of χ^2 is 0.049(i.e, <0.05), hence the Null hypothesis is rejected and hence Alternative hypothesis is accepted. It is concluded that there is an association between the married and unmarried users and their their level of opinion about the Salem Central library overall Resources and Services.

FINDINGS

1. Nearly more than half of the respondents belong to the category of male.
2. Nearly three fourth of the respondents belong to urban area.
3. More than two fourth of the respondents belong to the category of married who use library and resources.
4. Majority of the Nuclear and Joint family respondents membership in the Salem Central library.
5. More than one fourth of the respondents are U.G qualification
6. Majority of the respondents purpose of use of library for Lending books/ Newspaper reading/ collection of study materials.
7. Majority of the Rural and Urban respondents visit the library every day.
8. More than two fourth of the respondents preferred to read the Newspapers.
9. Most of the respondents preferred to read Dinathanti
10. More than half of the respondents the purpose of use of library website for Study materials.
11. More than two fourth of the respondents use Google chrome web browser for accessing information from Internet.
12. More than one third of the respondents are always with the adequacy of information in E-resource.
13. Nearly one third of the respondents finding of materials and information searching in library by seeking help of library staff.
14. Majority of the Male and Female respondents are easy to access the accessibility of reading materials.
15. Majority of the married and unmarried users are good Satisfied with Salem Central library overall Resources and Services

CONCLUSION

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The public library in all countries still remains a one of the few free and unhampered services that are available in the poor and rich alike. Many persons still fail to use it. In other cases they receive little assistance. This realization has caused an examination of the extent to which the public library has been dominated by middle – class in Western Industrial countries**.** The role of the public library in any one community is altering rapidly. The national, academic, research, business, University libraries and the municipal public libraries are finding that they have much in common and it is no longer possible to plan for one without considering the needs and services of the other. To facilitate such use, planning for public libraries must be linked to the general planning of the education system in each country. Although the public library services have a separate part to play and their contribution will vary according to the different backgrounds of each service, these services are a part of the total resources of books and reading that is available to all citizens.

The Salem public library possessed valuable collections from the beginning.. Hence the library authority should provide more number of resources. The library professionals should inculcate the need of the different resources and encourage the users to use the resources regularly. This study found that a one fourth of the users are using and satisfied with the sources and services rendered by the Salem public library.

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