

Resources and Services of the State Central Library in Tamilnadu

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ABSTRACT

The state central Libraries occupy a cardinal place among all the public institutions in the Modern social system. It plays a crucial role not only in the life of a human being but also in the farthest of the whole community. The researcher made an initiative to examine the users' perception of the resources and services available in the library. The researcher constructed a strong questionnaire and personally distributed it to 250 users of the state central library at Tirunelveli. Then the researcher only received 240 fully completed questionnaires from the respondents. Further, the study revealed that the users' perceptive of the resources and services of the library influence the users' frequency of visits the library.

KEYWORDS: State Central Library, Infrastructure, Collections, Staff Approaches, Users' Perceptive.

INTRODUCTION

The library should give confidence to the greater part of the population. It is one of the most valuable and instrumental tools of democracy and the development of good citizenship. The values and functions of the Modern Public Library are more 'common man' centred, oriented towards the enlistment of the society ultimately. Public Libraries occupy a cardinal place among all the public institutions in the Modern social system. It plays a crucial role not only in the life of human beings but also in the farthest of the whole community. It promotes

the productivity of reading literature among grown-up adolescents and children. It functions as a centre of reference by providing familiar information, enabling the Modern citizen to secure reliable and candid advice on practical matters and help to get his bearings in the complexities of the Modern community.

The state central Library in the district's headquarters is the local gateway to knowledge. It provides the basic condition for lifelong learning, independent decision-making and cultural development of Individual and Social

groups. The services of the Public Library are provided based on equality of access for all, regardless of the user's Age, Race, Gender, Religion, Nationality & Social status. Public Libraries' collections and services must include all types of appropriate Media, modern technologies, and traditional materials. Public Library's collected and available materials must reflect current trends and evaluate society.

Key missions of the state central library:

- Creating and strengthening reading skills and habits in children from an early age;
- Supporting both individual and self-conducted education as well as formal education;
- Providing opportunities for personal creative development;
- Stimulating the imagination and creativity of children and young people;
- Promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations;

Profile of sample unit:

The State Central Library of Tirunelveli district was established in 1952, and then it is controlled and managed by District Central Library Association. It has the jurisdiction of Palayamkottai, Tirunelveli, Thatchanallur and Melapalayam, with a population of 12,24,319 men and 12,68,870 women. Between 2000 and 2001, the total number of people who used the library was 1,71,421. It is functioning at 2/32, North High Ground Road, Palayamkottai, Tirunelveli - 627 002. Telephone No: 0462-2561712, Email: dcltnvopac@gmail.com. The sources comprise books in Tamil & other languages, available for reference and lending and non-book items like Cds, EBooks etc. The catalogue is available for online access to registered members and nonregistered members. The library's hours are 10 am to 6 pm from Monday to Saturday. Sunday is a holiday. GPS location is 8.71831, 77.738209.

REVIEW OF LITERATURE

Taufiq, M, Rehman, S & Ashiq, M (2020) researched User Satisfaction with Resources and Services and the problems of public library users of Public Libraries of Lahore, Pakistan. Survey

methods and structured questionnaires were designed to collect data. They used a convenience sampling technique for sample selection. The findings showed that most respondents visited the public library daily and were satisfied with the circulation service. However, they were dissatisfied with the internet-based services and lacked a library-user relationship. This study's results also highlight the need for government policies to devise a benchmark for quality service delivery in public libraries in Pakistan.

Balasubramanian (2019) attempted to analyse the reading habits and literacy attitudes of users of the Tirunelveli district central library. A survey method was adopted for this research. 407 visitors are used for this work by convenience sampling technique. The results showed that patrons were satisfied with the library environment for learning, internet connectivity and computers and current library print and electronic resources. Slow internet connectivity and digital collections are major issues. The researcher recommends that public librarians would need to market their services to the general public and relevant stakeholders.

Bomman Sathivelmurugan (2018) analysed Tiruppur District Central Library users' descriptive details. He used the survey method and questionnaire tool for the collection of Primary data. From the survey, the Employability of the respondents is mainly Private company employees, Self-employees, Daily-wage workers, Job-seekers, Students and Unemployed people. The researcher clearly describes the users' Educational qualifications, Membership details, Occupation, and Frequency of Library. It gives a complete picture of the demographical details of Public Library users.

STATEMENT OF PROBLEM

The state central Libraries perform a significant task in a developing country like India. The progress of a country depends largely on education, which provides to its citizens through formal or non-formal means. Active and informed participation of the common mass in the country's affairs is needed for a real democratic setup. It provides service to modern

society "(i) as self-educational centres; (ii) as a source of materials for researchers; (iii) as information centres for the community; and (iv) as cultural centres. The author suggests that the library authorities must maintain a close watch to ensure good library service and use. Hence the researcher attempted to analyse the users discerning about the sources and services of the state central library of Tirunelveli district.

OBJECTIVES OF THE STUDY

- To analyse the users' discerning about the sources and services of the state central library of Tirunelveli district.
- To offer suitable suggestions to improve the performance of the public library.

NULL AND ALTERNATIVE HYPOTHESES

H₀: The users' perceptive are not influenced by the sources and services of the state central library in the Tirunelveli district.

H₁: The users' perceptive are influenced by the sources and services of the state central library in the Tirunelveli district.

SCOPE OF THE STUDY

The researcher selected the state central library in Tirunelveli district as the sample unit for the study. This library has the jurisdiction of Tirunelveli town, Palayamkottai, Thachanallur

and pettai. The targeted population of the present study is registered members and users of the library. The researcher analyses the users' perceptive of the sources and services of the state central library in the Tirunelveli district.

METHODOLOGY

The registered members and users of the state central library at Tirunelveli district become the sample unit for the present study. Visitors index, membership register and vasagar vattam provided the framework of the respondents. The researcher planned a sample of 250 respondents using the state central library at Tirunelveli, and those who belonged to the various age group was selected by adopting a simple random sampling technique. The researcher prepared a strong questionnaire by reviewing the previous studies and consulting with experts. Then the researcher distributed the questionnaires personally to 250 users' and received 240 full-fledged forms. The response rate is 96 per cent.

LIMITATIONS

- The findings of this study apply only to the selected state central library of Tirunelveli district and their users.
- The study absences in assessing the fund generation, fund utility and expectation.

DATA ANALYSIS AND INTERPRETATION

Table 1: The Membership pattern of the library from 2005–06 to 2019–20

Sl. No	Year	No. of Members	Trend	Index
1.	2006 - 07	32022	-	-
2.	2007 - 08	34068	6.39	6.39
3.	2008 - 09	36072	5.88	12.65
4.	2009 - 10	38081	5.57	18.92
5.	2010 - 11	40012	5.07	24.95
6.	2011 - 12	41217	3.01	28.71
7.	2012 - 13	42536	3.20	32.83
8.	2013 - 14	43284	1.76	35.17
9.	2014 - 15	41927	-3.14	30.93
10.	2015 - 16	43659	4.13	36.34
11.	2016 - 17	44518	1.97	39.02

12.	2017 - 18	45263	1.67	41.35
13.	2018 - 19	46571	2.89	45.43
14.	2019 - 20	47128	1.20	47.17
15.	2020 - 21	48742	3.42	52.21
(Source: Secondary data collected from Central Library, Tirunelveli)			CAGR	2.84 %

Table 1 depicts the number of members in the state central library, Tirunelveli, during the study period. The members include students, unemployed youth, private and government sector employees, retired persons, farmers and

others. A maximum increase of 6.11 per cent in 2007 - 08 over the previous year and a maximum reduction rate in 2014 – 15 by 3.174 per cent. The compound annual growth rate is 2.84 per cent.

Table 2: Frequency of visits to the state central library

Sl. No	Frequency of Use of Resources	No. of Respondents	Percentage
1	Daily	62	25.83
2	Thrice a week	84	35.00
3	Twice a week	54	22.50
4	Once a week	22	9.17
5	Occasionally	18	7.50
Total		240	100

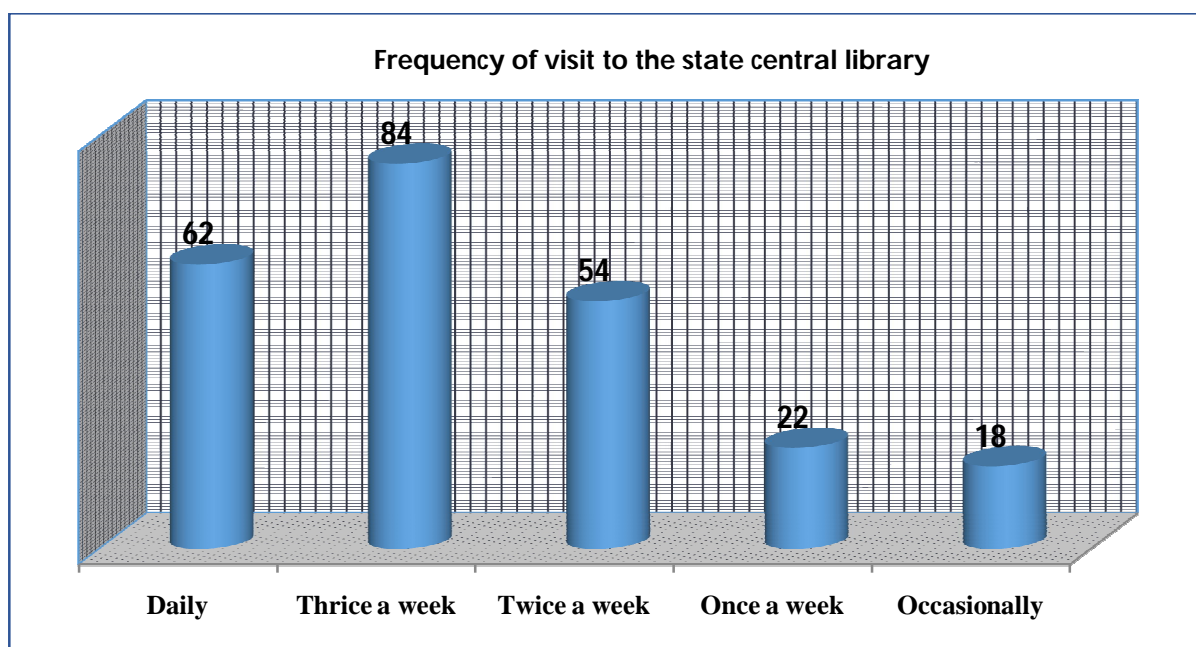


Figure 1: Frequency of visits to the state central library

According to the tabulated results in Table 1, the frequency of visits to the state central library is crystal clear. Thirty-five per cent of respondents visit a week thrice, followed by daily and twice

a week. It is further noted that 9.17 per cent of the selected respondents visit the library once a week, and only 7.50 of the respondents visit the state central library occasionally.

Table 3: Types of Resources Used by the Respondents

Sl. No	Types of Resources Used	No. of Respondents	Percentage
1	Books	53	22.08
2	Periodicals	37	15.42
3	Newspapers	73	30.42
4	Reports	21	8.75
5	E-Resources	56	23.33
Total		240	100

(Source: Primary Data)

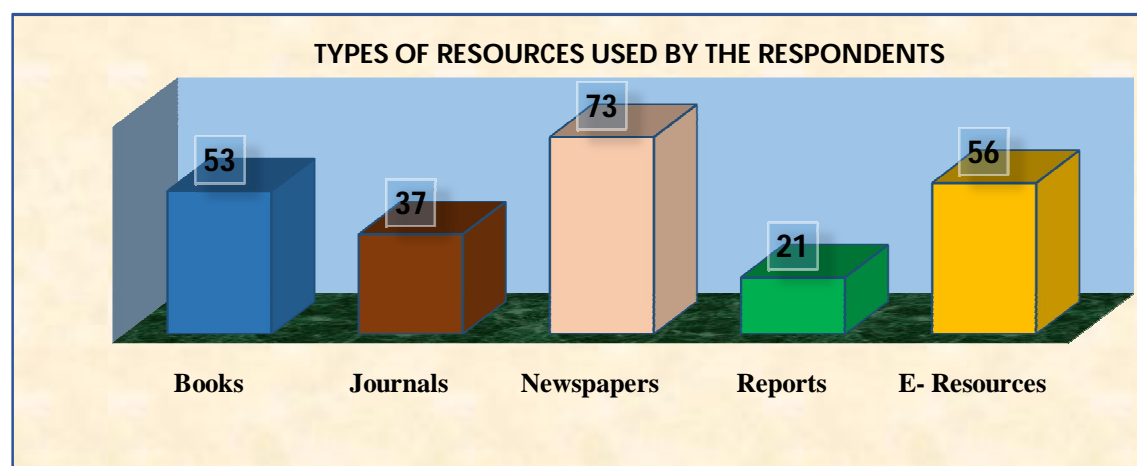


Figure 2: Types of Resources Used by the Respondents

Table 3 discloses the type of resources used by the respondents while visiting the state central library. It is observed that a maximum of 30.42 per cent of the respondents prefer daily newspapers, followed by 23.33 per cent of

respondents' e-resources, and 22.08 per cent of the respondents prefer books. Further, 15.42 per cent of the respondents prefer periodicals and only 8.75 per cent of the respondents like reports.

Table 4: Time spent in the state central library

Sl. No	Time spent in the state central library	No. of Respondents	Percentage on Total
1	Less than one hour	66	27.50
2	1-2 hours	88	36.67
3	2-3 hours	44	18.33
4	3-4 hours	24	10.00
5	More than 4 hours	18	7.50
Total		240	100

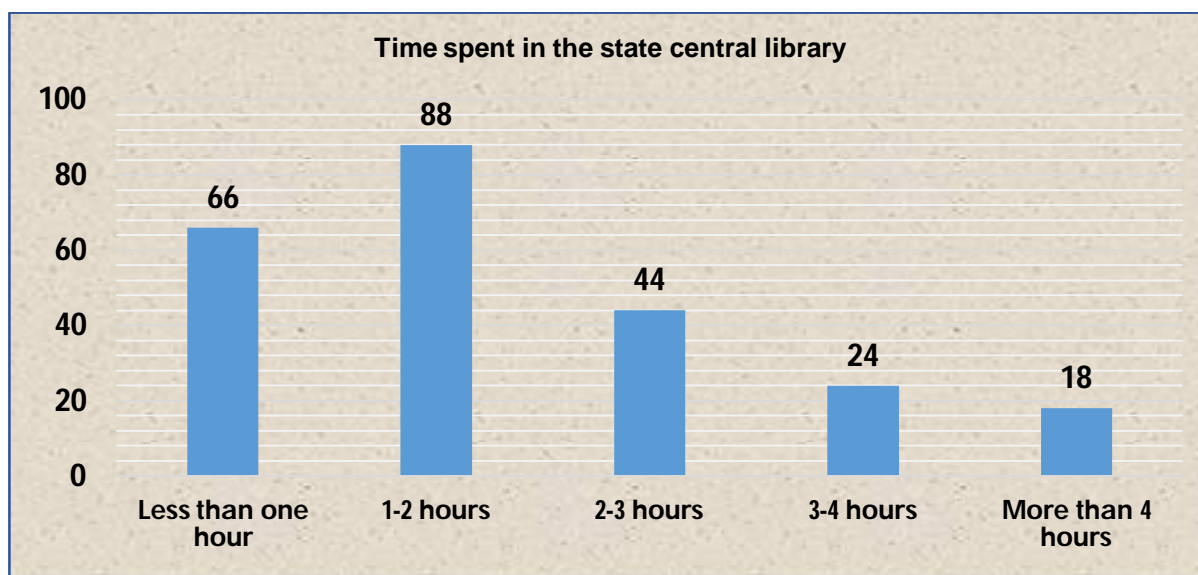


Figure 3: Time spent in the state central library

Table 4 discloses the time spent by the respondents in the state central library in the Tirunelveli district. It is observed that a maximum of 36.67 per cent of the respondents spent 1 – 2 hours in the library while visiting,

27.50 per cent of the respondents less than one hour and 18.33 per cent of the respondents spent 1 – 3 hours in the state central library at Tirunelveli.

Table 5: Users' perceptive of State Central Library Resources and Services

Hendry Garrett's Ranking

Sl. No.	Particulars	Garrett's Score					Rank
	Users' perceptive	1	2	3	4	5	
1	Library collections	2550	1920	1550	560	350	VII
2	Library services	3150	3060	1050	240	125	I
3	Library rules	1425	1260	1700	1720	200	XI
4	Library Environment	2925	2880	850	320	75	V
5	Working hours	2550	2340	1600	280	325	IV
6	Equipment	2775	2340	1200	720	175	II
7	Communication system	2175	1620	1950	960	150	VIII
8	Assistance from staff	1575	2340	1700	760	300	X
9	Internet facilities	2550	1620	1550	600	450	IX
10	Reading room	2775	1740	1200	1160	150	VI
11	Cleanliness	3150	2040	950	720	300	III
12	Toilet facilities	2250	720	900	1560	650	XII

(Source: Primary data)

Table 5 reveals Hendry Garrett's Ranking of users' perceptive about the Sources and Services of the state central library at Tirunelveli. It is exciting that the first rank is given to Library services, the second rank allotted to Equipment,

the third rank to Cleanliness, the fourth rank to Working hours, the fifth rank to Library Environment and the last class to Toilet facilities.

Table 6: Tests of Between-Subjects Effects

Source	Type III Sum of Squares	df	Mean Square	F	Sig.
Corrected Model	384.683 ^a	47	8.185	15.760	.000
Intercept	228.531	1	228.531	440.039	.000
Age	22.256	4	5.564	10.714	.000**
Education	7.137	4	1.784	3.436	.009**
Religion	26.983	4	6.746	12.989	.000**
Social Status	19.538	3	6.513	12.541	.000**
Marital Status	11.111	4	2.778	5.349	.000**
Family type	41.949	4	10.487	20.193	.000**
Number of Depend	41.191	4	10.298	19.828	.000**
Occupation	23.970	4	5.992	11.538	.000**
Monthly Income	18.203	4	4.551	8.762	.000**
Error	304.335	146	.519		
Total	5339.000	240			
Corrected Total	689.017	239			

a. R Squared = .658 (Adjusted R Squared = .623)

Dependent Variable: Respondents perceive the resources and services of the state central library in Tirunelveli District.

**Significant at 1 per cent level

Table 6 reveals the two-way ANOVA between the Profile variables of the selected Respondents and their perception of the resources and services available in the state central library at Tirunelveli. It is perceived that the R Squared = 0.658 (Adjusted R Squared = 0.623) values are satisfactory. The "F" value of all the profile variables is more than the threshold level, and

the equivalent significance value is less than the alpha value (we'll use .05 as our alpha value). Hence it is established that there is a significant association between the Profile variables of the selected Respondents and their Responses about their perception of the resources and services available in the state central library at Tirunelveli.

Table 7: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.762 ^a	0.581	0.576	0.60170

a. Predictors: (Constant), Variables determine the users' perceptive of the resources and services of the state central library.

R-value proposes the multiple correlations between the dependent variable users' frequency of visits to the state central library and their perception of the resources and services available. The "R" value more significant than 0.4 is considered for further analysis. In this case, the value is 0.762, which is

good. R-square shows the total variation for the dependent variable that the independent variables could explain. A value greater than 0.5 shows that the model is effective enough to determine the relationship. In this case, the value is 0.581, which is also good.

Table 8: ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	241.989	12	20.166	48.209	0.000 ^b
	Residual	208.730	227	0.418		
	Total	450.719	239			

a. **Dependent Variable: Users' frequency of visits to the state central library at Tirunelveli District.**

F-ratio represents an improvement in the prediction of the variable by fitting the model after considering the inaccuracy present in the model. A value is greater than 3 for F-ratio yield efficient model. In the above table, the value is

48.209, which is good. These results estimate that as the p-value of the ANOVA table is below the tolerable significance level, thus there is a possibility of rejecting the null hypothesis in further analysis

Table 9:

	Unstandardised Coefficients		SD	"t"	Sig.
	B	Std. Error	Beta		
(Constant)	1.456	0.212		6.855	0.000
Library services	-.015	0.052	-0.015	-0.291	0.771*
Collections of the library	.151	0.037	0.179	4.031	0.000**
Reading environment	0.423	0.035	0.498	12.013	0.000**
E resources of the library	0.032	0.056	0.027	0.572	0.567*
Assistance from the staff	-0.027	0.048	-0.032	-0.566	0.572*
Communication system	0.058	0.054	0.051	1.086	0.278*
Working hours	-0.015	0.047	-0.016	-0.315	0.753*
Library rules	-0.049	0.036	-0.055	-1.376	0.169*

**** Significant at 1 per cent level.**

*** Not Significant at a 5 per cent level**

Table 9 discloses the independent variables, "users' perceptive about the resources and services available in the state central library and the dependent variable frequency of visitors to the library. Out of eight variables selected, all influence the dependent variable "users' frequency of visitors to the library". Since the "t" value of the independent variables is more than

the precarious value of 1.96, the corresponding significance value is less than 0.01 at the 99 per cent confidence level. Hence it is concluded that all the selected variables about the users' perception of the resources and services of the state central library influence the users' frequency of visits to the library.

FINDINGS

- The members include students, unemployed youth, private and government sector employees, retired persons, farmers and others. A maximum increase of 6.11 per cent in 2007-08 over the previous year and a maximum reduction rate in 2014-15 by 3.174 per cent. The compound annual growth rate is 2.84 per cent.
- Thirty-five per cent of respondents visit a week thrice, followed by daily and twice a week. It is further noted that 9.17 per cent of the selected respondents visit the library once a week, and only 7.50 per cent visit the state central library occasionally/.
- It is observed that a maximum of 30.42 per cent of the respondents prefer daily newspapers, followed by 23.33 per cent of respondents' e-resources, and 22.08 per cent of the respondents prefer books. Further, 15.42 per cent of the respondents prefer periodicals and only 8.75 per cent of the respondents like reports.
- It is observed that a maximum of 36.67 per cent of the respondents spent 1 – 2 hours in the library while visiting, 27.50 per cent of the respondents less than one hour and 18.33 per cent of the respondents spent 1 – 3 hours in the state central library at Tirunelveli.
- Out of eight variables selected, all influence the dependent variable "users' frequency of visitors to the library". Since the "t" value of the independent variables is more than the precarious value of 1.96, the corresponding significance value is less than 0.01 at a 99 per cent confidence level. Hence it is concluded that all the selected variables about the users' perceptive of the resources and services of the state central library influence the users' frequency of visits to the library.

SUGGESTIONS

- The state central library personnel improve their services to the members and visitors of the state central library at Tirunelveli.
- The communication system of the library should be improved to attract more users to the library.

- The library authorities should give the reading environment to the users

CONCLUSION

Public libraries occupy a cardinal place among all the public institutions in the Modern social system. It plays a crucial role not only in the life of human beings but also in the farthest of the whole community. It promotes the productivity of reading literature among grown-up adolescents and children. It functions as a centre of reference by providing familiar information, enabling the Modern citizen to secure reliable and candid advice on practical matters and help to get his bearings in the complexities of the Modern community.

They are traditionally playing many roles in society's development. Originally, it was created as a public repository of books for those who could not afford private collections. It was intended to serve as a "People's Universities" to advance the learning of those with limited access to formal education. It was also seen as a source of reliable information, wholesome recreation, and cultural enrichment. Libraries were considered fortifications of Social equality by providing free and open access to information. It promoted equality and ensured an informed citizenry.

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